

22
4 SEP 1996

960807CAA7346
photos
J
JT

1. TASK NUMBER 960807CAA7346 <div style="text-align: center; margin-top: 10px;">H9670234</div>		2. INVESTIGATOR'S ID 8165		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 896	4. DATE OF ACCIDENT YR MO DAY 960326	5. DATE INITIATED YR MO DAY 960807		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT An under-the-cabinet mounted toaster/oven failed to shut off while toasting bread. A fire occurred which caused fire damage to the cabinet and toaster/oven and smoke throughout the house. No one was injured.				
7. LOCATION (Home, School, etc.) Home 10		8. CITY Richmond		9. STATE VA
10A. FIRST PRODUCT Toaster/Oven 0216		10B. TRADE/BRAND NAME Black & Decker		10C. MODEL NUMBER TRO510TY2
10D. MANUFACTURER NAME AND ADDRESS Black & Decker 6 Armstrong Road Shelton, CT 06484				
11A. SECOND PRODUCT Cabinet 4056		11B. TRADE/BRAND NAME		11C. MODEL NUMBER
11D. MANUFACTURER NAME AND ADDRESS				
12. AGE OF VICTIM 999	13. SEX 9	14. DISPOSITION 0	15. INJURY DIAGNOSIS No injury 70	
16. BODY PART (S) INVOLVED No injury 99	17. RESPONDENT Complainant 1	18. TYPE OF INVESTIGATION On-Site 1	19. TIME SPENT (OPERATIONAL HOURS) 14	
20. ATTACHMENT (S) Multi 9	21. CASE SOURCE Hot Line 07		22. SAMPLE COLLECTION NUMBER None	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) Yes				
24. REVIEW DATE	25. REVIEWED BY		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC:CCA,EF,Caudo, Schwartz				

960807CAA7346

NOTE:

All information was obtained from the complainant during an on-site investigation. The complainant plans to send the toaster/oven back to the manufacturer. The manufacturer has promised to return the toaster/oven to the complainant who will then contact CPSC and make the toaster/oven available for sampling.

PRE-INCIDENT:

The incident occurred in a two-story, single brick home of 5200 square feet with an attached garage. The home is in an "up scale" neighborhood.

The family consists of the following:

- Husband - 42
- Wife - 40
- Son - 9
- Son - 6
- Son - 7 months

The 7 month old son was born premature and is currently on a monitor which is known to the local fire/rescue services.

The home is serviced by a hard-wired security system which includes smoke detectors.

They have lived in the home for approximately two years.

Sometime in early March they decided to purchase a new toaster/oven. They decided to purchase one that is mounted beneath the overhead cabinets to save room. In early March they purchased a toaster/oven from Best Products, Richmond, VA (see photographs 13/18).

They also obtained a heat guard mounting hood for under the cabinet (see photograph #5).

The heat guard mounting hood and toaster/oven was installed by the husband of the complainant in mid-March. The toaster/oven was plugged into a wall outlet immediately beneath the cabinet (see photograph #6).

The toaster/oven was used on a daily basis from the time of installation until the incident. It was used to prepare bread or bagels which had previously been buttered.

The procedure was to place the bread or bagel on the accompanying oven pan (see photograph #12), set the control knob setting to "Top Brown" (see photograph #4) and to push down the "Toast" lever. When the lever was pushed down the red light to the right of the lever would "light up". The lever would stay down and the light on until the cycle was complete. When it was finished the lever would "pop up", the light would go out and a bell would ring. This process usually took approximately 3 minutes.

The toaster/oven was only in use for about two weeks prior to the incident and the complainant could not recall cleaning the toaster/oven during that period. She did use aluminum foil sometime on the oven pan to more easily remove crumbs. I did not observe any grease or dirt build-up nor did I observe any crumbs or other debris in the toaster/oven. It appeared to be "clean".

On the day of the incident the complainant had begun preparation of bread sometime between 6:30-7:00AM. She had buttered two pieces of bread and placed them into the toaster/oven and set it as usual. According to the complainant the indicator light was on. She then left the kitchen to go upstairs to dry her hair. No one was on the first floor at that time. At the time of the incident only the complainant and her three children were home. Her husband was not home at this time.

She dried her hair for approximately 5 minutes and as soon as she shut the dryer off she smelled smoke. She stated that she immediately knew what the problem was and ran downstairs to the kitchen.

INCIDENT:

When she arrived at the kitchen she saw smoke in the kitchen. According to the complainant she saw flames within the toaster/oven. She could not recall if any flames were escaping the toaster/oven.

POST-INCIDENT:

She attempted to turn off the toaster/oven by moving the knob from the "Top Brown" position but it would not move. She also took some baking soda and opened the door to the toaster/oven in an attempt to put out the flames but was unsuccessful. She then closed the door.

The complainant left the kitchen and ran upstairs to get her baby and two other boys out of the house.

After they had all exited the house she used a portable phone to call 911. Their internal security system had alerted the company which serviced their home and they attempted to call her. Because she was also calling 911 at the time they only got a busy signal so they called the local Fire Department also. According to the Fire Department Report (see Exhibit #3) the call was received at 7:36AM and they arrived at the scene at 7:41AM. The Fire Department pulled the plug to the toaster/oven and allowed the fire to burn itself out. They then removed the toaster/oven from the cabinet and checked for any fire extension. Finding none they ventilated the downstairs using smoke ejector.

The day after the incident the complainant called the manufacturer. She did not get a response for a couple of weeks so she recalled and obtained name of a claims representative whom she spoke to directly on 4/11/96 (see letter from Black & Decker dated April 17, 1996 - Exhibit #4). She was told that she had to return the toaster/oven in order for her claim to be settled. According to the complainant during her discussion with the claims representative she was told that they had received other complaints about the top brown function not working properly. The company stated that they would not do any destructive testing and would send the toaster/oven back to the complainant for CPSC use.

PRODUCTS INVOLVED:

The two products involved in this incident are a toaster/oven and a wooden cabinet.

The wooden cabinet was installed by the builder of the home. Even though the home is only two years old the complainant stated that she had been informed that the manufacturer of the cabinets is no longer in business. She does not know the name of the manufacturer.

The toaster/oven is a "Toast-R-Oven" manufactured by Black & Decker, 6 Armstrong Road, Shelton, CT 06484. The toaster/oven and its box, including all labeling, can be seen in photographs 1/4 and 8/18.

Also attached as Exhibits 1 & 2 are copies of the Product Registration Card and the Use and Care Book.

Again note that a request for the toaster/oven was made to the complainant. She was informed by Black & Decker that they would not process her claim unless she returned to toaster/oven to them for examination. They did agree to send back the toaster/oven once they have had an opportunity to determine the cause of the fire. They stated that it was not a destructive test and it would just entail opening the front panel to examine the wiring. Once the toaster/oven has been returned the complainant will re-contract CPSC for our sampling.

EXHIBITS:

- 1) Product Registration Card
- 2) Use and Care Book
- 3) Fire Department Report
- 4) Letter from Black & Decker dated 4/17/96.
- 5) Photographs 1/13 and negatives.

ATTACHMENTS:

- 1) Authorization for Release of Name indicating "Yes".
- 2) Copy of Assignment

FULL TWO-YEAR WARRANTY

Black & Decker (U.S.) Inc. warrants this product against any defects that are due to faulty material or workmanship for a two-year period after the original date of consumer purchase or receipt as a gift. This warranty does not include damage to the product resulting from accident or misuse.

If the product should become defective within the warranty period, we will repair it or elect to replace it free of charge. We will return your product, transportation charges prepaid, provided it is delivered prepaid to any Black & Decker (U.S.) Inc. Household Appliance Company-Owned or Authorized Service Center.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Answers to any questions regarding warranty or service locations may be obtained by calling toll-free, 1-800-231-9786, or by writing:

Consumer Assistance and Information
Black & Decker (U.S.) Inc.
626 Hanover Pike
Hampstead, MD 21074-0618



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Printed in U.S.A.

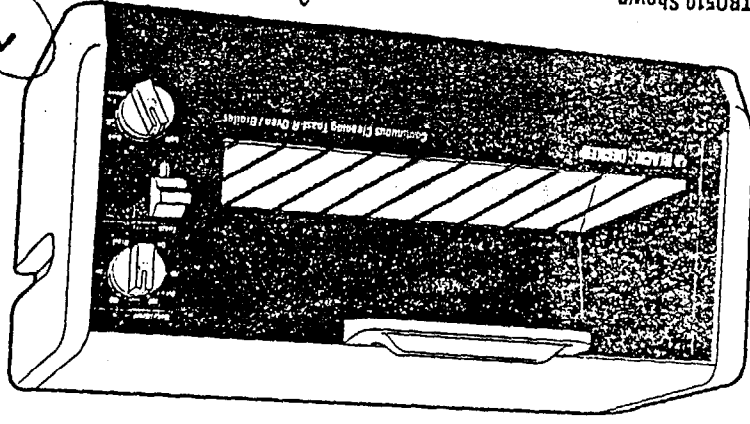


SAVE THIS USE AND CARE BOOK

Toast-R-Oven™

Broilers

Product Liability (HIC) 716-2182
John DeSincis



TR0510 Shown

CB5 (COMMALES)
(212) 975-4321

Archives
(212) 975-2006
1-(800) 777-8398 for transcript (212) 975-3247

1-800-231-9786
QUESTIONS? Please call us TOLL FREE

MODELS TR051, TR0400, TR0500 and TR0600 SERIES

Collected 11/18/96
11/18/96
11/18/96

TR0510

960807CAA7346 EX.#2

960807CAA7346 EX.#3

----- H E N R I C O - F I R E -----HFDN61-
----- V F I R R E P O R T -----
----- Printed: 96/08/20 @ 09:07 -----
Incident----->:9603-8568 * Exp:00 * CAD#:I8012
Reporting-Unit-->:E17 B
Officer-In-Charge:FLT VAU02-ROBERT VAUGHAN
Firefighter----->:FFT DUE -JAMES DUERSON
Firefighter----->:FFT ELI06-CARL ELIN
Driver----->:FFT SCH05-DANIEL SCHWARTZ
Units-On-Call--->:E17 E08 T10 BT1
FFT's-Responded->: 13 Fire-Fighters
Entered-By----->:FLT ROBERT VAUGHAN 96/03/26 @ 10:23

Incident-Occured: Tuesday March 26 1996
Received:07:36 ----> Dispatched:07:37 ----> Arrived:07:41 ----> Cleared:08:05

Street-Address: 9109 SPRING BROOK LA ** Fire-District:17
Mag-Dist:TUCKAHOE Rsq-Dist:TVRS SRA:922 Census:200108 ZIP:23229

Alarms:1 *** Priority:3
Situation-Found:11/STRUCTURE FIRE
Action-Taken-->:04/REMOVE HAZARD
Fixed-Prop-Code:411/1 FAM. DWELL. YR. USE
Alarm-Method-->:01/TELEPHONE DIRECT

Occupant: GOLDBERG MRS Telephone:804-741-2481
Owner:GOLDBERG MRS 9109 SPRING LA Phone:804-741-2481

--< Fire Detail >-----

Ignition-Factor.....55:OTHER ELECTRICAL FAILURE
Complex.....41:DWELLING
Mobile-Property-Type.....08:NOT APPLICABLE
Area-of-Fire-Origin.....24:KITCHEN / COOKING AREA
Equipment-Involved-In-Ignition....25:PORT COOKNG/WARM UNIT
Form-of-Heat-of-Ignition.....57:IMPROP OPER ELEC EQUIP
Type-of-Material-Ignited.....57:FOOD/STARCH
Form-of-Material-Ignited.....76:COOKING MATERIALS
Method-of-Extinguishment.....1:SELF EXTINGUISHED
Level-of-Fire-Origin.....1:GRADE LEVEL TO 9 FEET

Estimated-Tot-Dollar-Loss: \$300
Estimated-Property-Value: \$601,000

--< Structure Fire Detail >-----

Number-of-Stories.....2:TWO STORIES
Construction-Type.....7:PROTECTED WOOD FRAME
Extent-of-Damage/Flame.....2:CONFINED AREA OF ORIGIN
Extent-of-Damage/Smoke.....9:NO DAMAGE OF THIS TYPE
Detector-Performance.....1:IN ROOM - OPERATIONAL
Sprinkler-Performance.....8:NO EQUIPMENT PRESENT N/A
Material-Generating-Most-Smoke.....57:FOOD, STARCH
Avenue-of-Smoke-Travel.....2:CORRIDOR
Form-of-Material-Gen-Most-Smoke....76:COOKING MATERIALS
Equipment-Involved: Year:95 Make:BLACK & DECKER Model:TRD-510T72
Ser#:UNK

--< Incident Comments >-----

UPON APPROACH, LAID LINE. UPON ARRIVAL, I INQUIRED AS TO THE STATUS OF
HER INFANT SON WHO IS ON AN APNEA MONITOR. SHE HAD REMOVED HIM TO ACROSS

760807CAA7346

THE STREET. FOUND SMALL AMOUNT OF FIRE IN A TOASTER OVEN THAT WAS MOUNT
ED UNDER THE CABINETS, WITH SMOKE ON BOTH FLOORS OF THIS EXTREMELY LARGE
HOUSE. UNPLUGGED OVEN, REMOVED FROM CABINETS, CHECKED FOR EXTENSION.
VENTILATED THE DOWNSTAIRS USING SMOKE EJECTOR. OCCUPANT ADVISED THAT HER
HUSBAND THOUGHT THERE WAS A "SHORT" IN THIS TOASTER OVEN, AND, ACCORDING
TO THE OCCUPANT, IT WOULD NOT CUT OFF ON ITS OWN. E8 ASSISTED WITH PICK-
ING UP 5 INCH LINE. RETURNED TO QUARTERS.

--< End-of-Information >-- Printed: 96/08/20 @ 09:07-----9603-8568-E17-EXP-00

Black & Decker (U.S.) Inc
701 East Joppa Road
Towson, Maryland 21286
410-716-3900

Mail Stop: TW 177
Direct Dial: 410-716-2182
Fax: 410-716-2379

960807CAA7346 Ex.#4



BLACK & DECKER®

April 17, 1996

[REDACTED]
Richmond, VA 23229

RE: B&D File #: 31398

[REDACTED]

This will acknowledge our telephone conversation of April 11, 1996. As we discussed, please package the product carefully in a suitable box. Enclosed is a DHL shipping ticket which will need to be placed on the box containing the product to be returned.

When the package is ready for shipment, please contact DHL at 1-800-225-5345 and tell them you would like to arrange for a pick up. Please make these arrangements at a time convenient for you. There will be no charge to you for the shipment, as it is being billed to Black & Decker.

When you return the product, please be sure to provide repair estimates of any damaged property, as well as photographs of the damaged property. Please also indicate if you would like a refund, replacement product or substitute product.

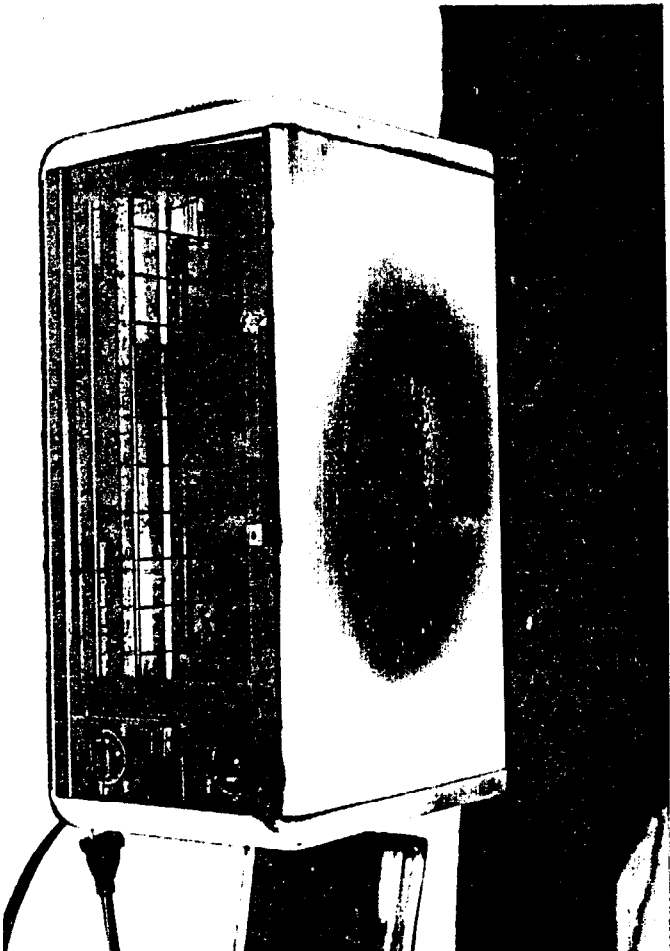
I would like to apologize again for our delay in responding to your inquiry. Your patronage is valued [REDACTED] and we hope that we may have the opportunity to provide you with our products in the future.

Sincerely,

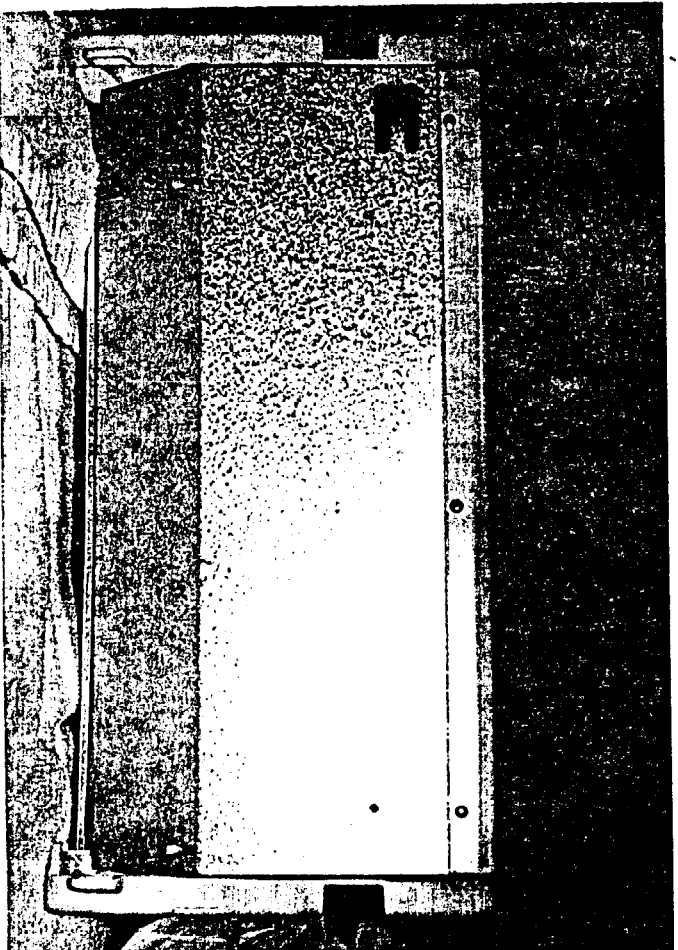
John DeSimone
Claims Representative

JGD/hmw

960807CAA7346

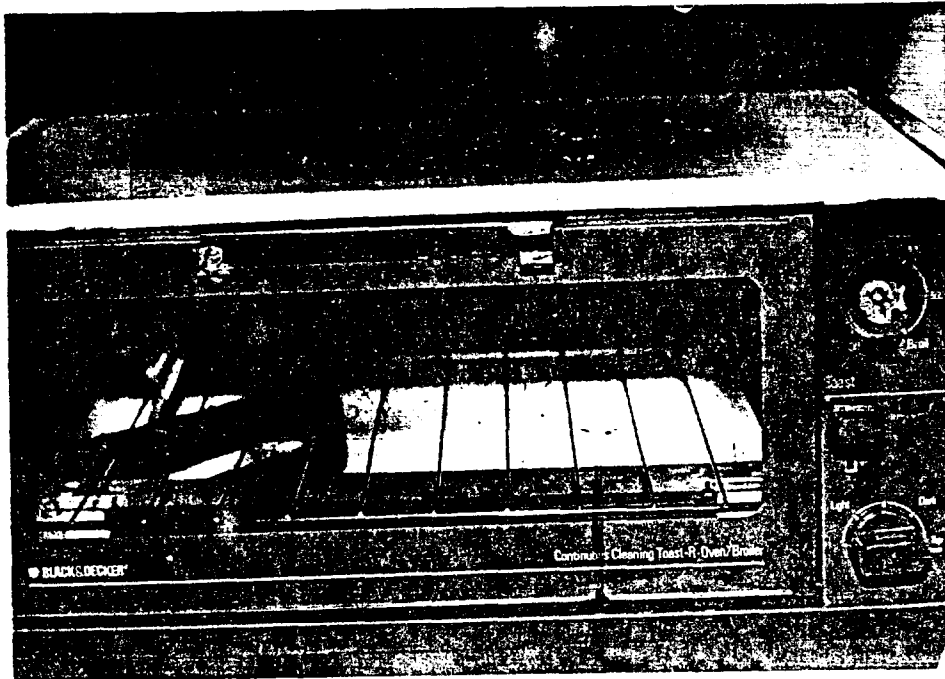


Photograph #1 - Toaster/oven involved in the incident. Note burn pattern on top of toaster/oven.

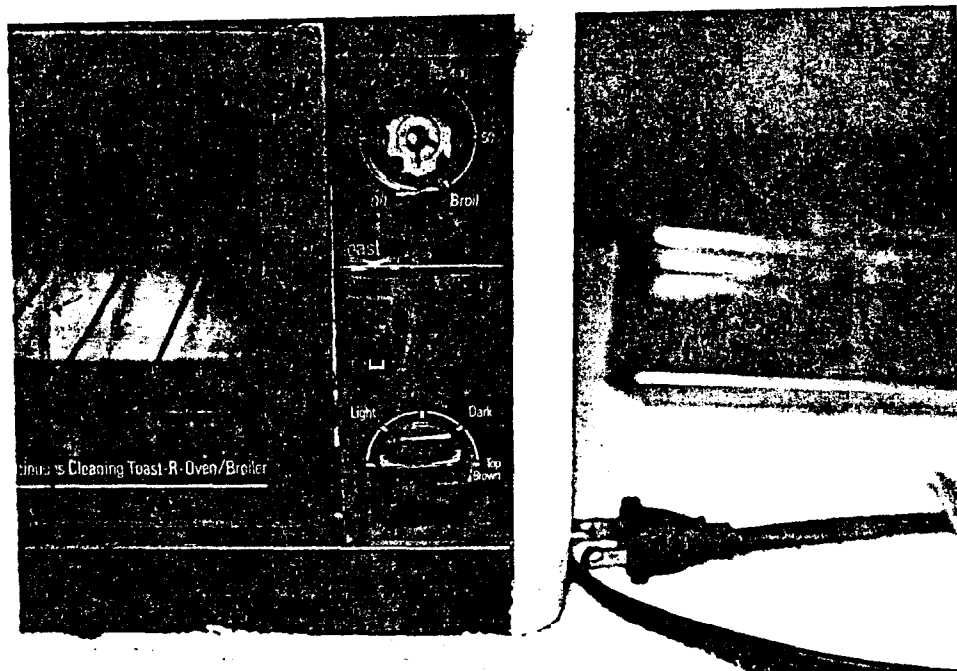


Photograph #2 - Bottom of toaster/oven involved in incident. Some burn pattern can be seen at upper left at vent holes.

960807CAA7346

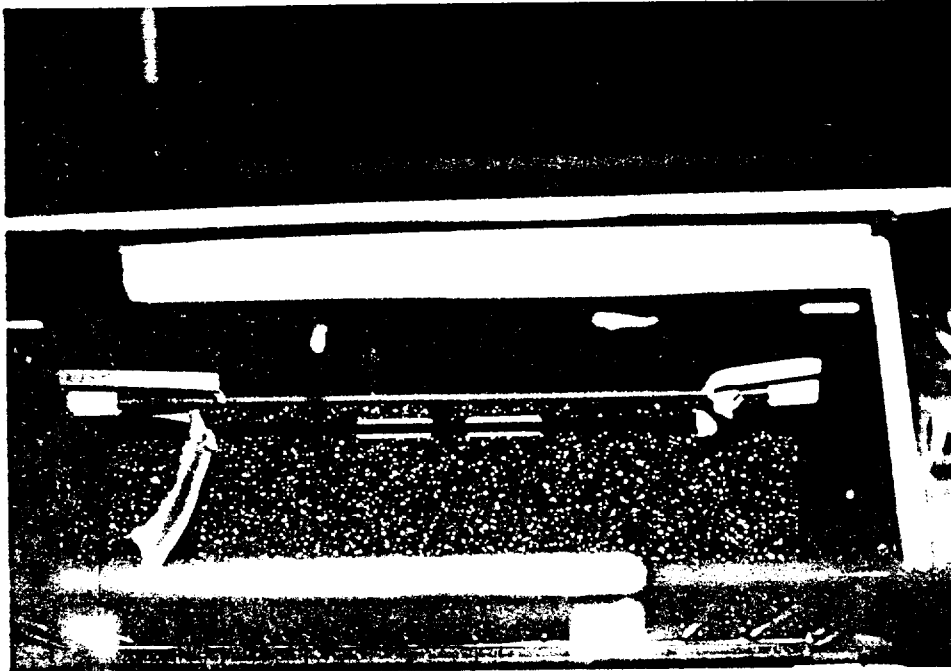


Photograph #3 - Front of toaster/oven. The handle was torn off the toaster/oven by the fire department. The knob to the temperature settings melted off.

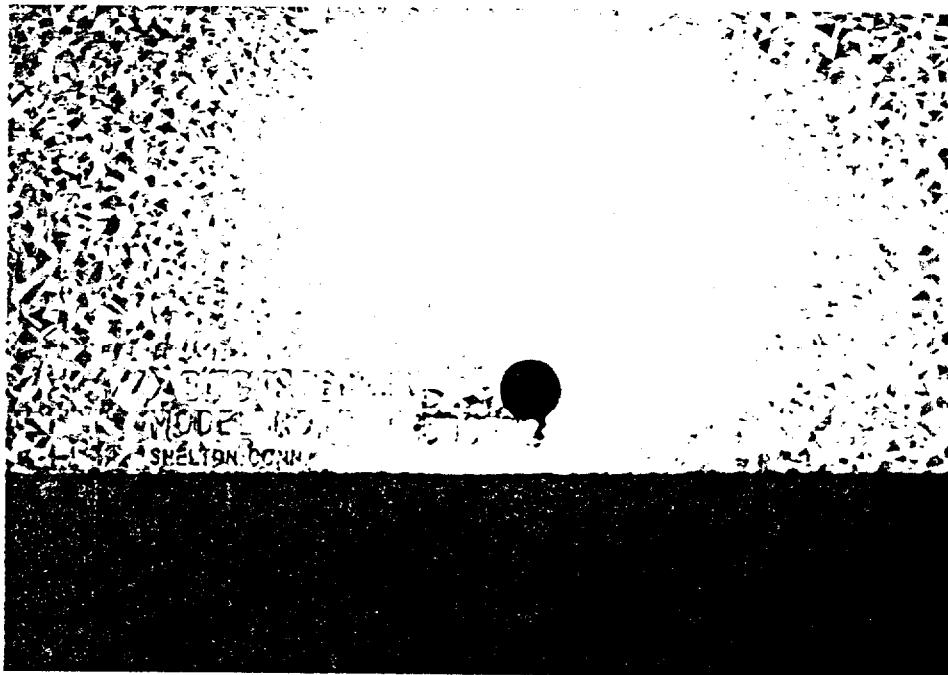


Photograph #4 - Close-up of the control panel to the side of the toaster/oven.

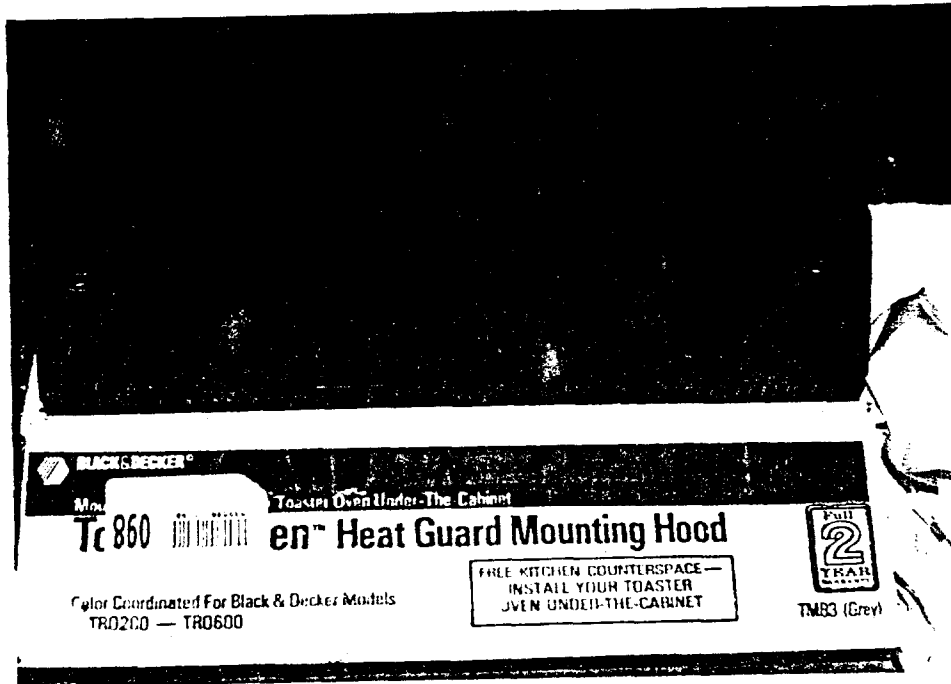
960807CAA7346



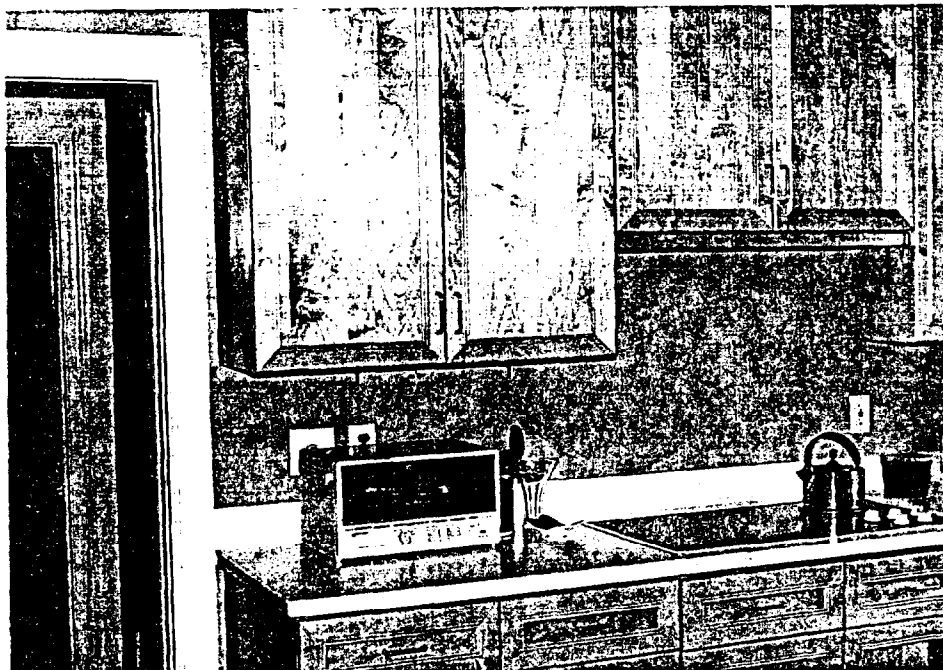
Photograph #9 - Another picture looking into the open toaster.



Photograph #10 - Labeling stamped into bottom of the toaster/oven which reads: "BLACK & DECKER MODEL NO. TR0510TY2 SHELTON, CONN."

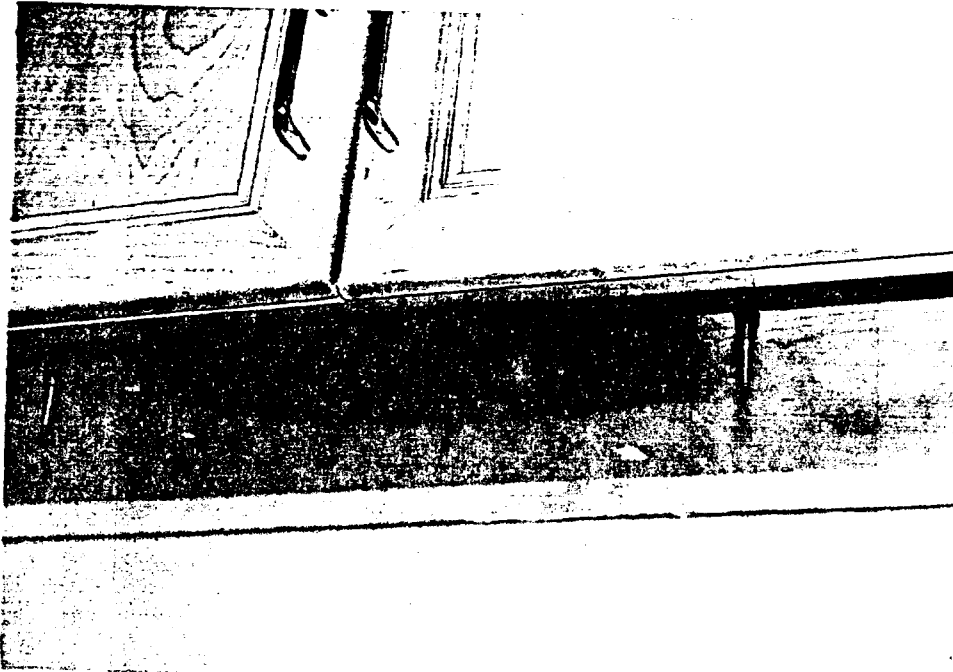


Photograph #5 - Toaster/oven heat guard mounting hood that was used for the involved product. Note burn patterns.

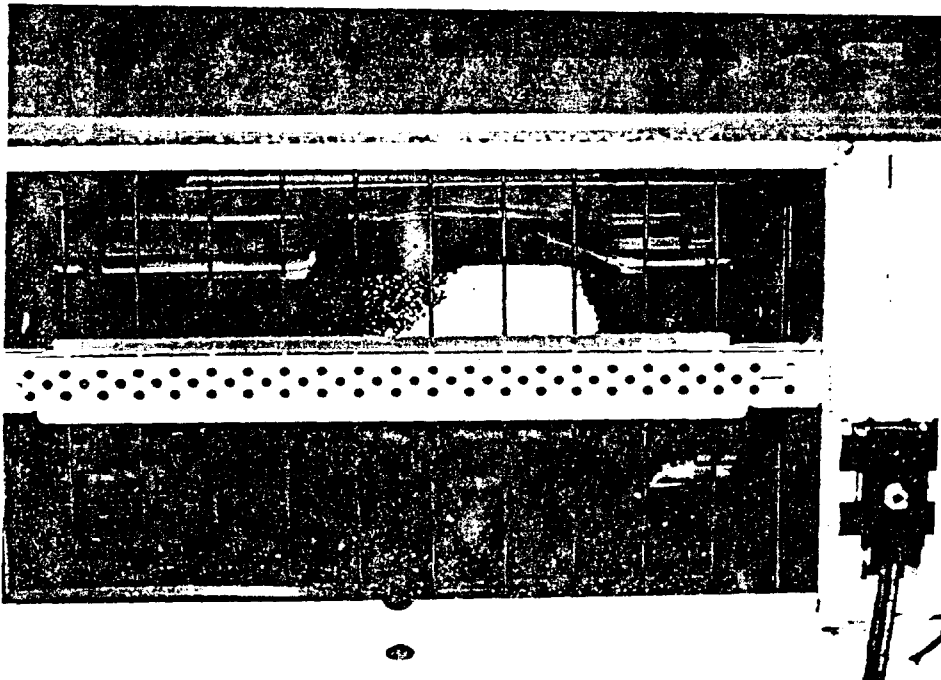


Photograph #6 - Cabinet to the left is where the toaster oven was mounted under. The electric outlet is to the rear of the toaster/oven now in use.

960807CAA7346

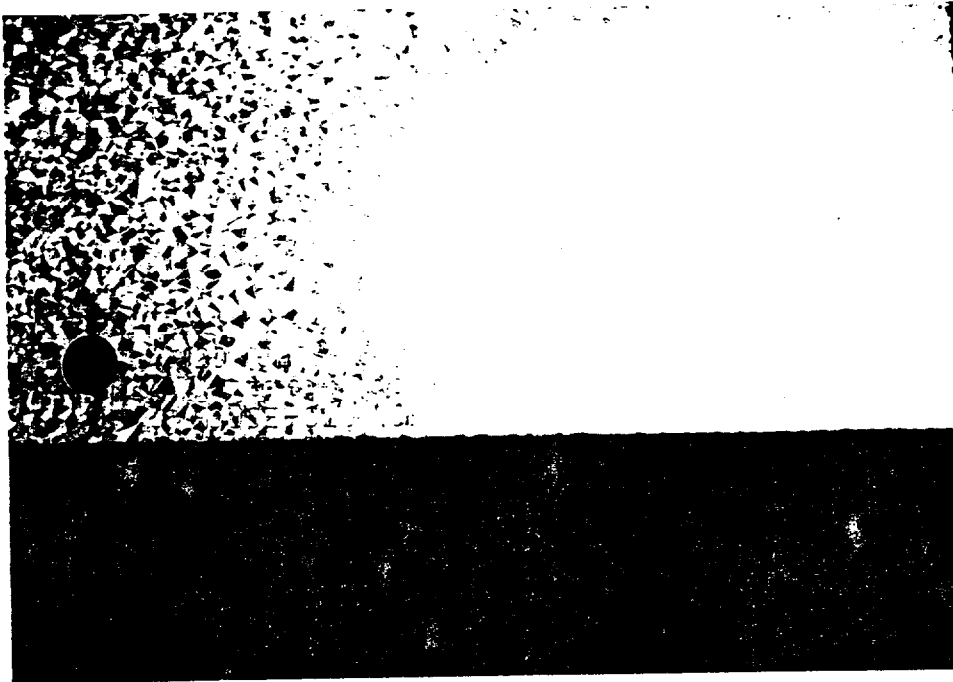


Photograph #7 - Burn pattern beneath cabinet.

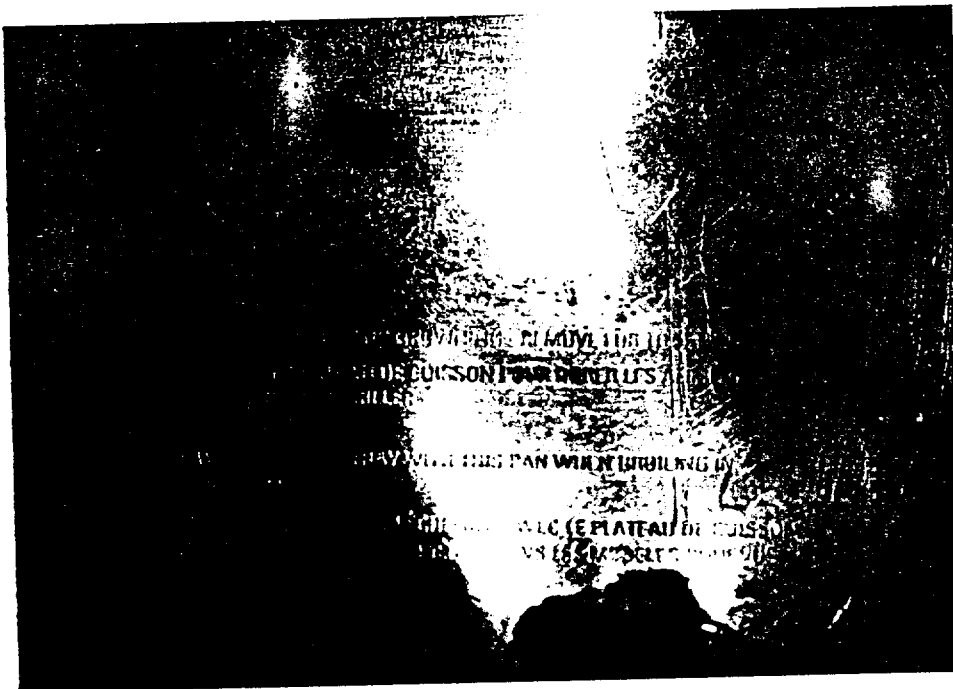


Photograph #8 - Looking up into the toaster/oven from the bottom with the bottom opened.

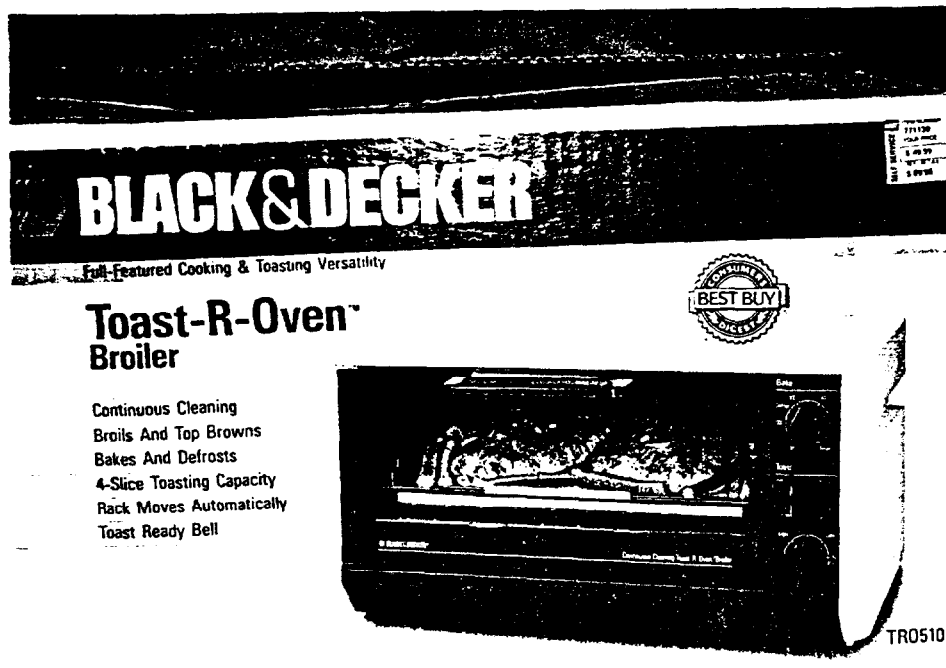
960807CAA7346



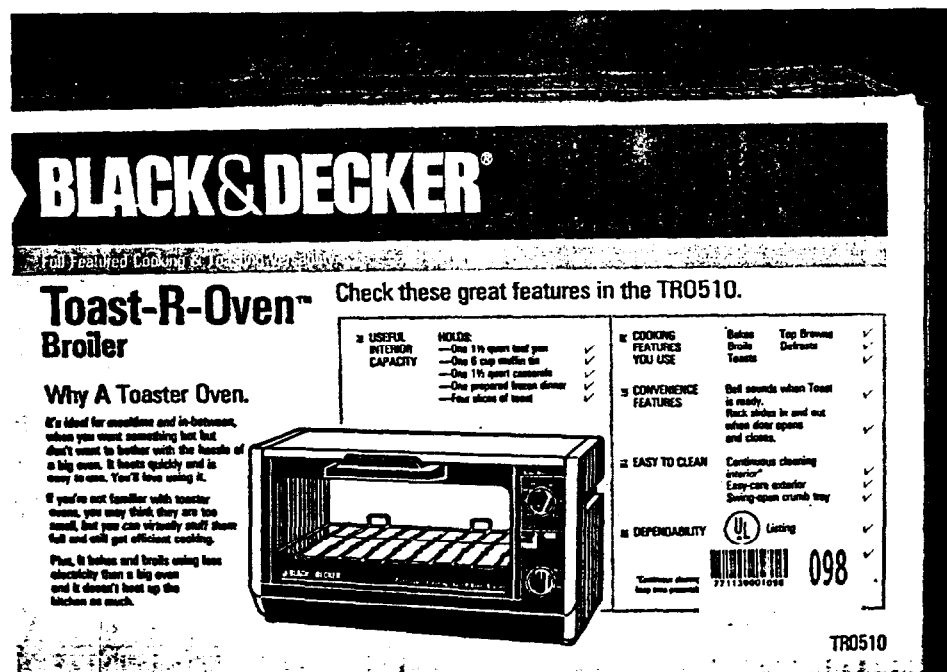
Photograph #11 - Additional stamped in labeling to read: "120 VOLTS - 1500 WATTS 50-60Hz - AC ONLY HOUSEHOLD USE ONLY UL TOASTER LISTED 228E"



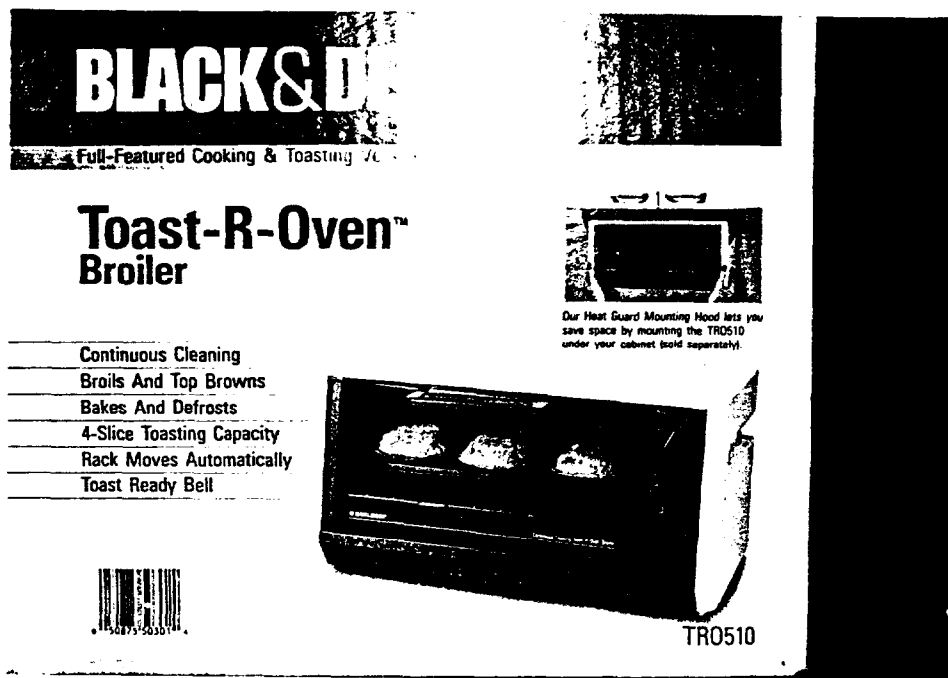
Photograph #12 - Labeling stamped into bottom of holding tray in both English and French.



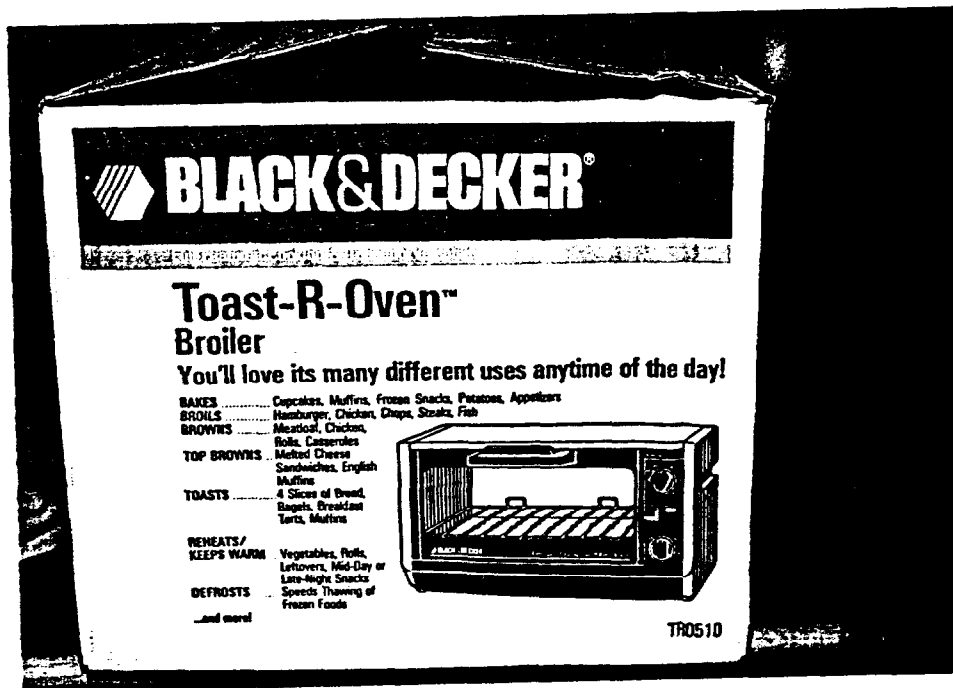
Photograph #13 - Labeling on side of box.



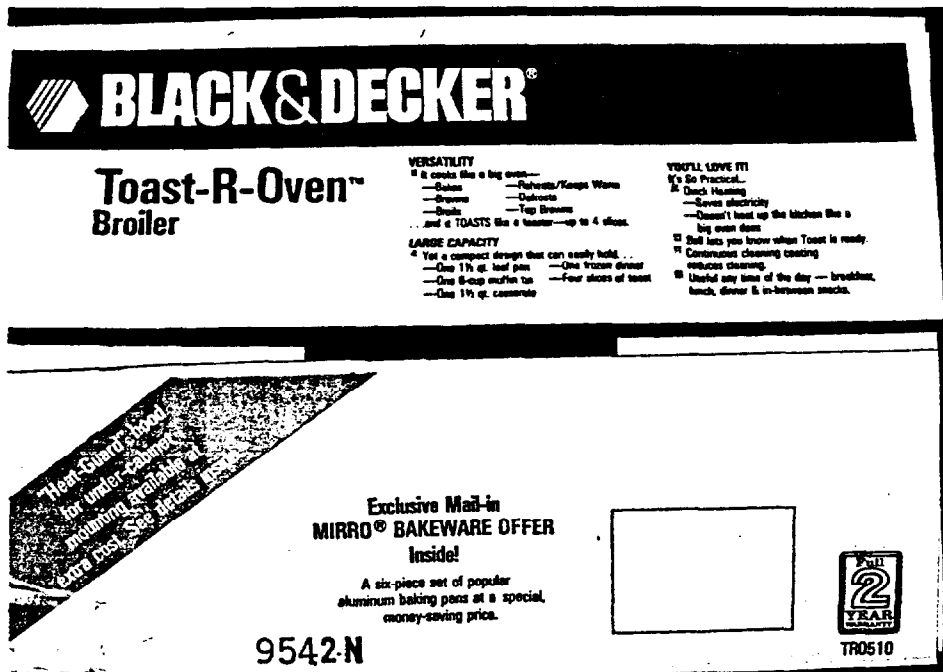
Photograph #14 - Labeling on other side of the box.



Photograph #15 - Labeling on end of box.



Photograph #16 - Labeling on other end of the box.



BLACK & DECKER®

**Toast-R-Oven™
Broiler**

VERSATILITY
It cooks like a big oven—
—Bakes —Reheats/Keeps Warm
—Broils —Defrosts
—Grills —Top Broiler
...and it TOASTS like a toaster—up to 4 slices.

LARGE CAPACITY
Yet a compact design that can easily hold...
—One 1 1/2 qt. loaf pan —One frozen dinner
—One 8-cup muffin tin —Four slices of toast
—One 1 1/2 qt. casserole

YOU'LL LOVE IT!
It's So Practical...
A. Quick Heating
—Saves electricity
—Doesn't heat up the kitchen like a big oven does.
B. Still lets you know when Toast is ready.
C. Continuous cleaning coating reduces cleaning.
D. Useful any time of the day — breakfast, lunch, dinner & in-between snacks.

1 Year Limited Warranty for under-cabinet mounting. See details at your local Sears Roebuck and Company.

**Exclusive Mail-in
MIRRO® BAKEWARE OFFER
Inside!**

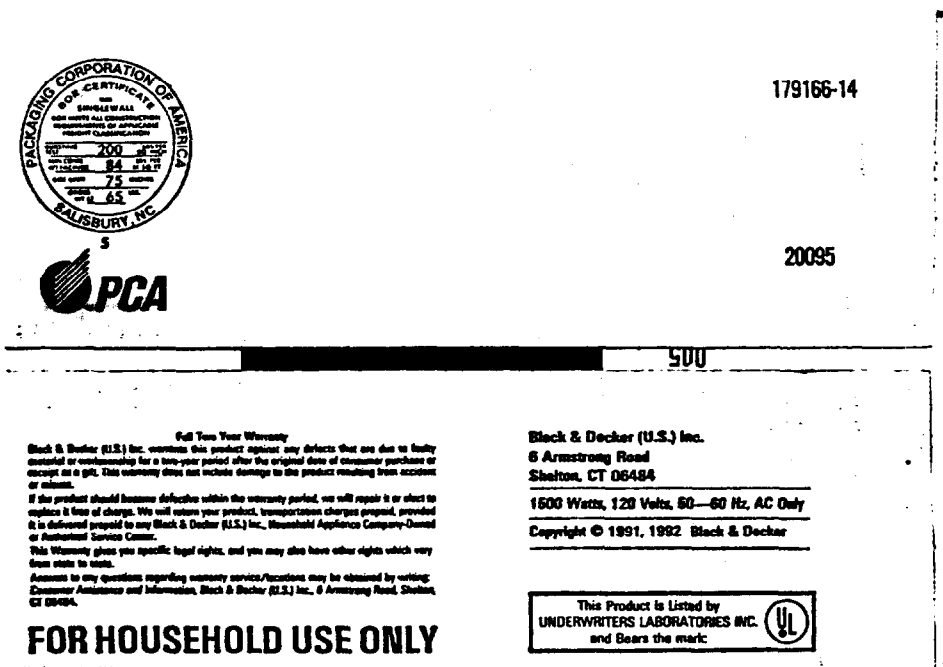
A six-piece set of popular aluminum baking pans at a special money-saving price.

9542-N

2 YEAR WARRANTY

TR0510

Photograph #17 - Labeling on top of box.



PACKAGING CORPORATION OF AMERICA
DIVISION OF ALL
NATIONAL MARKETING CORPORATION
CHICAGO, ILL. 60606

200
84 14 14
72 14 14
65 14 14

PCA

179166-14

20095

500

Full Two Year Warranty
Black & Decker (U.S.) Inc. warrants this product against any defects that are due to faulty material or workmanship for a two-year period after the original date of consumer purchase or receipt as a gift. This warranty does not include damage to the product resulting from accident or misuse.
If the product should become defective within the warranty period, we will repair it or select to replace it free of charge. We will return your product, transportation charges prepaid, provided it is delivered prepaid to any Black & Decker (U.S.) Inc., Household Appliance Company-Owned or Authorized Service Center.
This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
Answers to any questions regarding warranty service/locations may be obtained by writing: Customer Assistance and Information, Black & Decker (U.S.) Inc., 6 Armstrong Road, Shelton, CT 06484.

Black & Decker (U.S.) Inc.
6 Armstrong Road
Shelton, CT 06484
1500 Watts, 120 Volts, 60-60 Hz, AC Only
Copyright © 1991, 1992 Black & Decker

FOR HOUSEHOLD USE ONLY

This Product is Listed by
UNDERWRITERS LABORATORIES INC.
and Bears the mark:

UL

Photograph #18 - Labeling on bottom of box.

960807CAA7346

APPENDIX VI-C-2 RELEASE OF CONSUMER IDENTIFICATION

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and distributors to inform them of the involvement of their product in an incident situation. We also give the information to others requesting information about specific products or hazards. Manufacturers may need the individual's name so that they can obtain additional information on the product or incident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒
YES

☐
NO



(Date)

8/19/96

AUG-07-1996 13:37

EPDS/HQG

301 504 0038 P.02

ACCIDENT INVESTIGATION REQUEST FORM

Document Number

H9670234 A

Date of Incident

3/96

Category I.D.

SELT5I/1996

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact

Jeanne Siebert

Assignment Message

Please obtain details of incident, including: 1) typical use of toaster oven; 2) cleaning routine; 3) whether it was clean on day of incident; 4) whether indicator light was on; 5) from where in the unit the fire escaped

Catherine Harris of CPSC has tried to make initial contact w/ consumer.

Please obtain unit

Person(s) to Contact

Fire Dept, Consumer, Catherine Harris (CPSC)

Guideline

Requested By

Jeanne Siebert

Task Number

940807CAA7346

Assigned to

MASC

Date

8/7/96

8-08-1996 7:17AM

FROM SCHWARTZ 2153225966

P.2

AUG-07-1996 13:37

EPDS/MDQ

301 504 0038 P.03

CONSUMER PRODUCT INCIDENT REPORT

Region:MASC

1. NAME OF RESPONDENT [REDACTED]	2. PHONE NO. (HOME) (WORK) [REDACTED] none
3. STREET ADDRESS [REDACTED]	4. CITY Richmond
	STATE ZIP CODE VA 23229

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Two slices of bread were in toaster oven on the top brown function, which is supposed to ring after the bread has toasted. The ringer never sounded, so consumer checked it and saw flames contained inside oven. Consumer opened toaster oven door and tried to extinguish flames (height unknown) with baking soda but was unsuccessful. Local fire department extinguished fire.

-cont-

6. DATE OF INCIDENTS 3/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME RELATIONSHIP none
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Black & Decker Toaster Oven
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker, Product Liability unknown unknown, MD 00000 410-716-2182 unknown		12. MODEL, SERIAL NUMBERS M #TR0510
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative		13. DEALER'S NAME, ADDRESS & PHONE Best Products unknown Richmond, VA 00000 unknown
15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 3/96 AGE 2 weeks		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown
17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
FOR ADMINISTRATION USE		
20. DATE RECEIVED 07/26/96	21. RECEIVED BY (NAME & OFFICE) cch/HL	22. DOCUMENT NO. H9670234A
23. FOLLOW-UP ACTION 960807CAA73740		24. PRODUCT CODE(S) 0216
25. DISTRIBUTION		26. ENDORSEER'S NAME & TITLE CCH 7/26/1996

8-08-1996 7:17AM

FROM SCHWARTZ 2153225966

P.3

AUG-07-1996 13:38

EPDS/MDD

301 504 0038 P.04

CONSUMER PRODUCT INCIDENT REPORT

H9670234A

960807 CAA 7346

Narrative Continued

Toaster oven was mounted underneath a cabinet which was burned after incident; toaster oven was blackened and control knobs were melted.

Next day, consumer called and explained incident to manufacturer (name and title unknown) who said the information would be forwarded to their product liability department. 3/96 Consumer had not heard from manufacturer, so she called them back and got phone number for John DeSimone of the product liability department. Consumer called Mr. DeSimone and was told that the manufacturer had received complaints about the top brown function not working properly. Mr. DeSimone sent consumer mailing labels for consumer to send toaster oven to him for testing. Consumer plans to do this (date unknown).


1 week later, consumer was explaining incident to neighbor, who said the same thing happened with an identical toaster oven, but she was able to extinguish the fire and later returned it to the dealer.

UL listing is unknown.

CPSC Source: PHONEBOOK

photos

18

1 Case Number 960807CAA7344		2 Investigator ID 9 0 2 1		3 Office Code 8 7 2		EPIDEMIOLOGIC INVESTIGATION REPORT	
4 Accident date 9 6 0 7 0 2		5 IDI initiated 9 6 0 8 1 2					
6 Synopsis of Accident or complaint A toaster oven remained on after being used. The oven was used to toast bread at 6:00am, the unit's toaster on/off control lever had to be forced up that morning. The user left the premises. At around 9:30am, the user's wife found the unit on and the heating coil was red hot. The heat from the toaster oven caused a plastic food processor to melt. The oven caused \$1300 damage to the kitchen cabinets. No injuries or fatalities resulted from this incident.							
7 Location Home - indoors 1 0			8 City Bellevue			9 State W A	
10a First Product Toaster oven 0 2 1 6			11a Trade/Brand name/Model/Mfgr Toast-R-Oven/TR0510TY1/Black & Decker				
10b Second Product None			11b Trade/Brand name/Model None				
12 Age of Victim 9 9 9		13 Sex no injury 9		14 Disposition no injury 0		15 Injury diagnosis no Injury 7 0	
16 Body part no injury 9 9		17 Respondents complainant 1		18 Investigation type on-site 1		19 Time spent 0 8 . 0	
20 Attachments multiple 9		21 Case Source consumer complaint 0 7		22 Reviewed by 8101 960826			
23 Permission to disclose names (Non-NEISS cases only) XXX CPSC may disclose my name _____ CPSC may not disclose my name							
24 Narrative See attached continuation sheets for narrative.  I-42 H9670118A				25 Regional Director review date			

MFR/PRVLR NOTIFIED
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

960807 CAA 7344

FIELD ACTIVITY COVERSHEET

1 Region/State FOWR/SEA RP	2 Operation (Check one) <input type="checkbox"/> Inspection <input type="checkbox"/> Establishment visit <input type="checkbox"/> Telephone contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other _____	3 Date August 21, 1996 4 Number 960807CAA7344
5 Establishment Black and Decker Inc. 6 Armstrong Road Shelton, CT 06484-4797 Telephone _____		760724CWE5014
6 Related firm <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other		
7 Products covered Electric toaster oven	8 Other consumer products	
9 Establishment Type <input checked="" type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own label distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager <input type="checkbox"/> Other _____	10 Annual production Product covered \$ _____ units _____ Other products \$ _____ units _____	
11 IS business % received _____ % shipped _____	12 Samples collected None	13 MIS code 32626
14 Hours Activity 8.0 Travel 1.0		
15 Reason for activity Assigned IDI investigation		
16 Announced <input type="checkbox"/> (Rationale for announced inspection) Unannounced <input type="checkbox"/>		
17 Employee's Name Eugene E. Staebell, 9021	Title Investigator	Signature date
18 <input checked="" type="checkbox"/> Endorsement <input type="checkbox"/> Remarks <input type="checkbox"/> Summary <input type="checkbox"/> Other _____ IDI conducted in response to a consumer complaint associated with an electric toaster oven. The toaster oven malfunctioned in that it either remained turned on after use or electrically shorted and turned itself on. The result was fire damage to the immediate environment. No injury occurred. The toaster oven was returned to the manufacturer. It was two years old at the time of the event. No further follow up.		
19 Reviewer's Name James P. DiGrazia	Title Supervisory Investigator	Signature
20 Review Date 960826	21 Distribution cc c/s: LDB/LGC O: EHDS cc's: CCA [Rauchschwalbe]; NYRO; SFRO	

PRE-INCIDENT:

This in-depth investigation was initiated based upon a consumer complaint received at the CPSC toll free hotline. The consumer complaint regarded a toaster oven which while plugged in, remained on and nearly ignited a kitchen fire.

During this IDI, an on-site visit to the complainant's residence was made. An interview with the consumer's wife was held regarding the incident. Copies of photographs of the toaster oven and the damage to the kitchen were received. The majority of the information contained in the remainder of this report was obtained during this on-site interview.

The consumer who reported the incident to CPSC is a 63 year old male. The consumer resides with his 53 year old wife. The couples home is a two story townhouse that was built in 1975. The townhouse has aluminum wiring throughout the structure. The townhouse's kitchen was totally remodeled about five (5) years ago.

The product involved in this incident was a toaster oven purchased new from a local retail store on January 11, 1994. The consumer's wife reported that the toaster oven was purchased to replace a previous one, which just quit working. The consumer's wife stated that she understood the operations of a toaster oven

960807CAA7344, page 3

from having owned the previous unit, but read the owner's manual which accompanied the product.

The toast oven was reportedly used on the average of once per day. The main use of the product was for toasting bread. The oven was occasionally used to bake small products or heat up smaller items. The unit was cleaned on a regular basis, at least once a month. The last time the unit was cleaned could not be remembered.

The consumer's wife reported there were no previous problems with the toaster oven prior to the day of the incident. The toaster oven was continuously plugged into the electrical wall outlet.

On July 2, 1996, the husband got out of bed and got ready for work. He went downstairs to the kitchen and at around 6:00am, used the toast oven for toasting some bread. After the toast was finished, he shut the door to the appliance garage where the oven was kept. The consumer's wife reported that after the incident, her husband stated that on that day, the plunger for the toaster activation had to be manipulated up to shut off. The husband reported that when he left the house, the toaster was off. The husband left the house around 6:30am.

At 7:30am, the wife awoke. She got dressed and left the residence for a walk at 8:00am. The wife returned to the house between 9:00 and 9:15am.

960807CAA7344, page 4

Upon entering the townhouse, the wife noticed smoke through out the lower level. The wife reported the smoke was a "blue haze" and that it had a "pungent chemical smell".

The consumer's wife stated that she walked into the kitchen and looked for the location from which the smoke was emanating. The wife reported that she turned on the kitchen lights and did not see any fire or items burning. She then went to the circuit breaker box and flipped all the circuit breakers off.

She then walked up the stairs to the second level. The homeowners recently had some electrical wiring work performed on an upstairs room. The wife thought perhaps that was the source of the fire. She could not find any source of the smoke.

She then returned to the lower level and telephoned the local fire department via the emergency number of 911. She told the fire department that she believed there was an electrical fire at her home, but she could not locate the source.

She was told to evacuate the building. The wife left the residence and opened the front security gate for the impending fire department vehicle.

After waiting seven (7) minutes, the wife returned to the residence to try and locate the source of the fire. Upon entering the home, she walked into the kitchen. When she looked around the kitchen, she noticed "puffs" of smoke coming from the

960807CAA7344, page 5

closed appliance garage cabinet. She walked to the cabinet and the cabinet was hot to the touch.

INCIDENT:

She opened the cabinet door and saw the toaster oven's heating coil was "red hot". She also observed that the plastic container on the nearby food processor had melted.

POST INCIDENT:

The fire department arrived shortly after her discovering the problem with the toaster oven. The fire department used their large fans to blow the smoke out of the residence.

The consumer's wife reported that the fire department examined the toaster oven. It was reported that they believe that the oven shorted to the on position and stayed on.

Damage to the kitchen area amounted to \$1,300 dollars for repairs to the cabinets and \$250 for replacement of the food processor.

The homeowner's contacted Black & Decker Inc. regarding the incident with the toaster oven. The company requested that the oven be returned to the firm. The homeowner's sent the product back to Black & Decker Inc. The case file assigned by Black & Decker regarding this incident is #31716.

960807CAA7344, page 6

Photographs of the product after the incident were obtained from the homeowner. The photographs are attached to this report.

No samples were collected during this IDI.

PRODUCT IDENTIFICATION:

The product involved in this IDI was a Toaster oven. The oven was a model TR0510, manufactured by Black & Decker Inc., 6 Armstrong Road, Shelton, CT 06484-4797. The product was purchased new on January 11, 1994. Retail cost of the oven was \$54.09.

The toaster oven used 1500 watts, 120 volts, 50/60Hz. The product was listed by Underwriters Laboratories Inc.

The oven had temperature settings of "OFF ** 200 ** 300 ** 400 ** 500 ** Broil".

The oven was used on the average of once per day. The main use of the oven was for toasting bread.

The product was not repaired or modified prior to the incident. The owner reported no previous problems with the oven prior to the day of the incident.

The product could not be photographed or sampled, due to it having been returned to Black & Decker Inc.

960807CAA7344, page 7

Photographs of the product taken by the homeowners after the incident were obtained and are attached.

Photocopies of the owner's manual as well as a letter dated July 24, 1996 from Black & Decker are also attached to this report.

The appliance was stored in a built-in appliance garage on the kitchen counter. The garage measured 24.5" wide by 17.25" high by 11.5" deep. The garage was equipped with a folding door. Photographs of the appliances and the appliance garage are attached to this report.

SAFETY STANDARDS:

There are no mandatory federal safety standards regarding the product involved in this IDI. According to information listed on the owner's manual, the product was listed with the Underwriter's laboratory.

ATTACHMENTS:

1. Assignment documents
2. Release of name
3. Letter dated 7-24-96
4. Owner's manual - photocopy
5. Photographs (figures 1 - 05)

EHDS



fig. 1-- Photograph shows an overview of the consumer's kitchen counter and the small appliance garage which housed the toaster oven.



fig. 2-- Photograph shows a closer view of the toaster oven, cuisinart food processor and the appliance garage which housed the appliances.

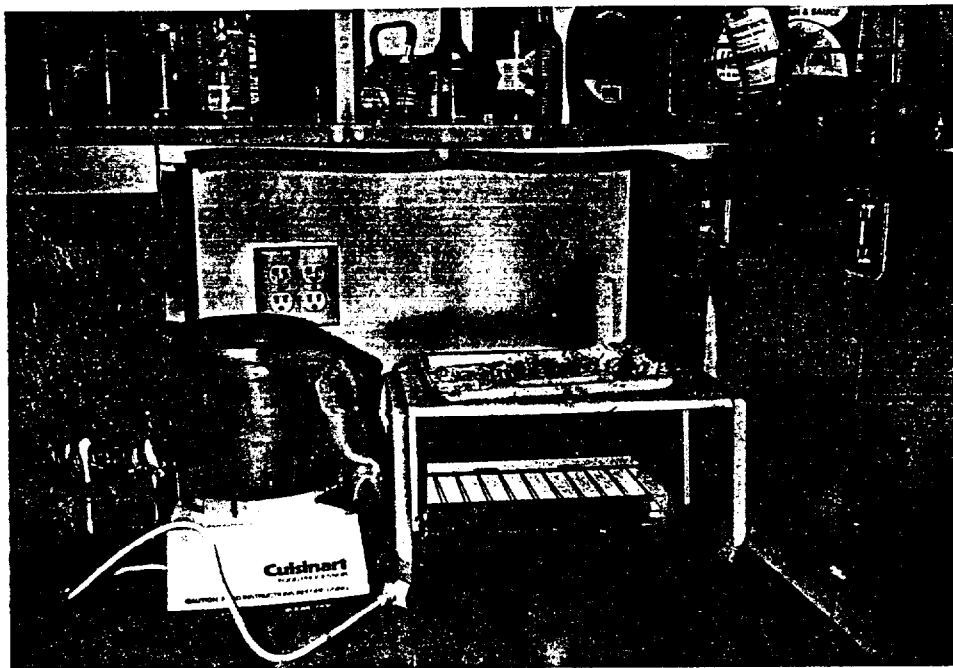


fig. 3-- Close up photograph of the toaster oven, cuisinart and appliance garage.

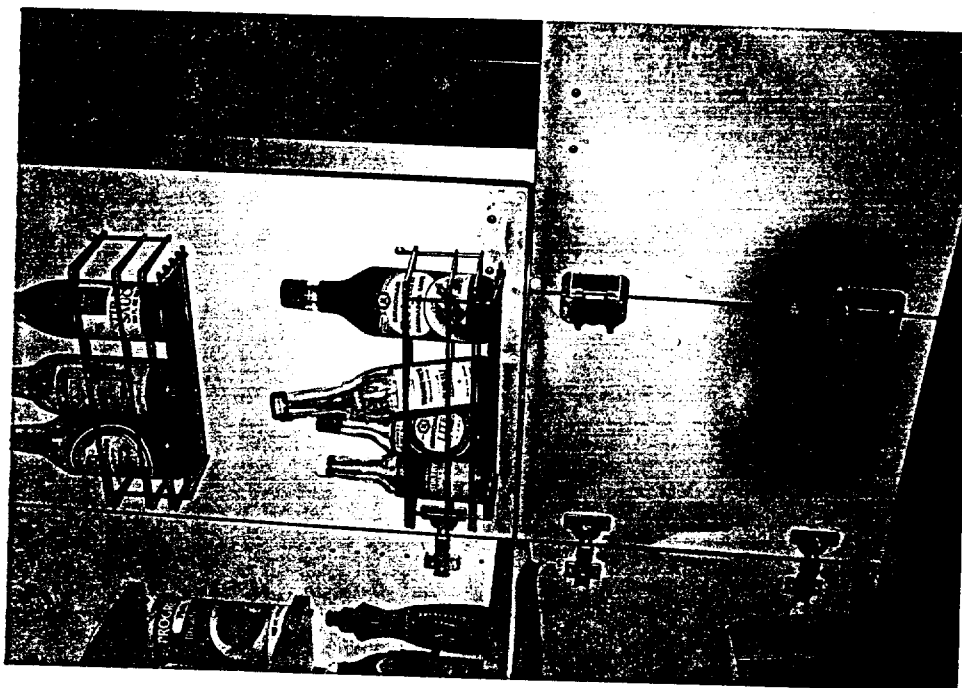


fig. 4-- Photograph shows the damage done to the appliance garage door and the cabinet located above.

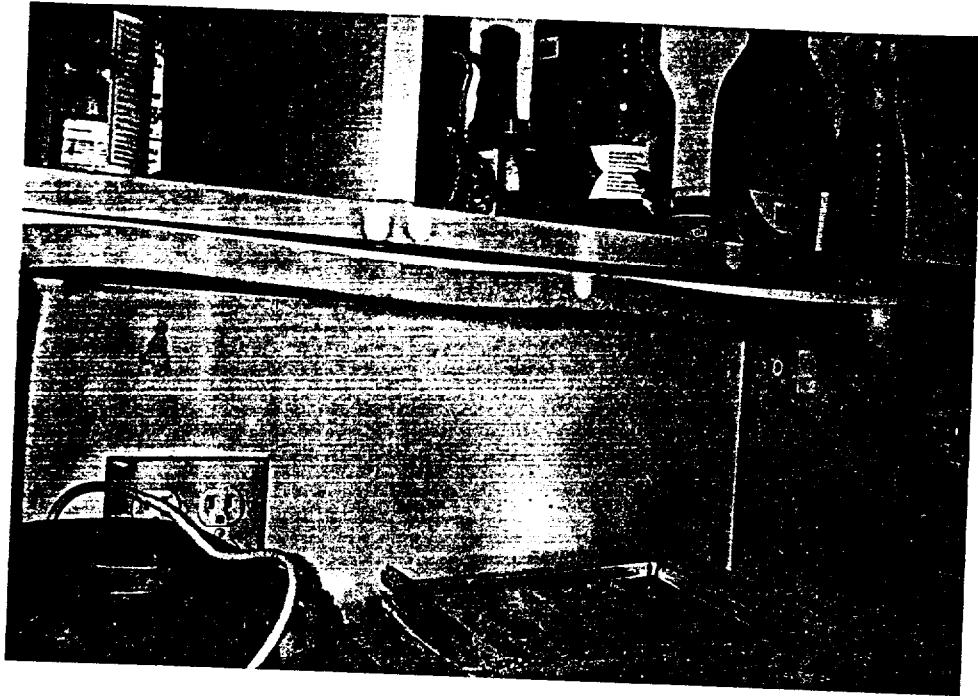


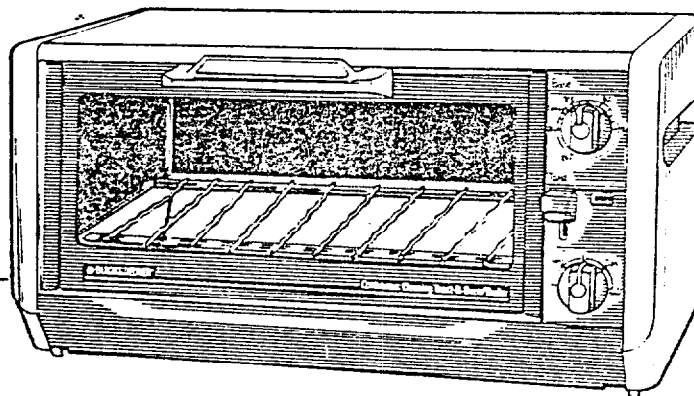
fig. 5-- Photograph shows the damage to the appliance garage and the cabinet located above.

960807 CAA 734Y



BLACK & DECKER®

Toast-R-Oven™ Broilers



Model TRO510

Models TRO51/TRO68/TRO400-TRO600
1500 Watts, 120 Volts, 50/60 Hz. AC Only
FOR HOUSEHOLD USE ONLY
Listed by Underwriters Laboratories Inc.

SAVE THIS USE & CARE BOOK

Black & Decker (U.S.) Inc
701 East Joppa Road
Towson, Maryland 21286
410-716-3900

Mail Stop: TW 177
Direct Dial: 410-716-2182
Fax: 410-716-2379

960807 CAA 7344



BLACK & DECKER®

July 24, 1996

Mr. Ronald Fasano
3110 Lake Same Parkway, S.E. #9
Bellevue, WA 98008

RE: B&D File #: 31716

Dear Mr. Fasano:

This will supplement the message left on your answering machine on July 23, 1996. As mentioned, we would like the opportunity to inspect the product. Please package the product carefully in a suitable box. Enclosed is a DHL shipping ticket which will need to be placed on the box containing the product to be returned.

When the package is ready for shipment, please contact DHL at 1-800-225-5345 and tell them you would like to arrange for a pick up. Please make these arrangements at a time convenient for you. There will be no charge to you for the shipment, as it is being billed to Black & Decker.

When you return the product, please be sure to provide repair estimates of any damaged property, as well as photographs of the damaged property. Please also indicate if you would like a refund, replacement product or substitute product.

We have purchased a Panasonic toaster oven - Seems to be better quality - Has timer. - Would like return

- Please answer the following questions which would help us in our inspection of the product:
- Was the unit being used? *No*
 - If yes, what was being cooked or toasted and at what setting? _____
 - Was there anything on top of the unit? *Yes - The broiler pan*
 - If the unit was not in use, when was the last time it was used?
Toaster setting was used 2 hours prior.
 - Please take a photo showing the unit inside of the appliance garage.
 - Does your appliance garage have a door? *X*

yes

960807 CAA 7344

Mr. Ronald Fasano
July 24, 1996
Page Two

Your patronage is valued and we hope that we may have the opportunity to provide you with our products in the future.

Sincerely,

John G. De Simone/hmw

John G. DeSimone
Claims Representative

JGD:hmw

Enclosure

Appliances ruined — Black & Decker Toaster Oven
Cuisinart DLC-7 Food Processor
cost: \$259.00 + tax

Cabinets needing to be replaced:
Appliance Garage with door.
Two upper cabinets —
(see estimate)

96 0807 CAA 7344

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

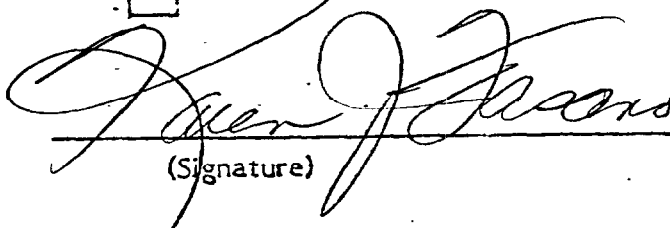
Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



You are hereby authorized to disclose my name and address with the information collected on this case.



My identity is to remain confidential.


(Signature)

8-21-96
(Date)

WA

JPD

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H967 0118A

Date of Incident 7/3/96 Category I.D. SECT 5F/1994

Follow-Up Requested

Hazard Analysis

Section 18

Type Follow-Up Requested

Telephone Call

or

On-Site

if

sample available

Headquarters Contact Jeanne Siebert

Assignment Message Please obtain details of incident, including: whether toast was left in unit, whether indicator light was on when switch popped up & whether the unit was clean at time of the incident.

Please obtain sample.

Person(s) to Contact Consumer

Guideline

Requested By Jeanne Siebert

Task Number

960807 CAA-7344

Assigned to

SFOO

Date

8/7/96

FAX & mail TO SFOO

CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

NAME OF RESPONDENT: **ald Fasamo** *TC-21*
 STREET ADDRESS: **0 Lake Samm Parkway SE, #9** *JUL 18 1996*
 2. PHONE NO. (HOME) (WORK): **206-641-9432** none
 4. CITY: **Bellevue** STATE ZIP CODE: **WA 98008**

DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 e found house smoke filled and smoke coming from inside of oven; oven was and hot to the touch. Wife tripped circuit breaker and discontinued use. n's plastic components were melted, food processor that was adjacent to n was burned and cabinetry that enclosed oven and food processor was rched and warped. Consumer had toasted bread in oven, 1 to 2 hours prior
 -cont-

DATE OF INCIDENTS: **1/96**
 7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: **none**
 8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none

DESCRIPTION OF PRODUCT: **electric toaster oven**
 10. BRAND NAME: **Black and Decker**

MFR/DISTRIBUTOR NAME, ADDR. & PHONE: **Black and Decker**
 known
 known
 known
 known
 12. MODEL, SERIAL NUMBERS: **M #TR0510TY1**
 13. DEALER'S NAME, ADDRESS & PHONE: **Best**
116th Street
Bellevue, WA 98004
unknown

WAS THE PRODUCT DAMAGED, REPAIRED OR DIFIED? YES x NO IF YES, BEFORE AFTER THE INCIDENT? after DESCRIBE: **aged: see narrative**
 15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1993 AGE 3 yrs.
 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: **unknown**

HAVE YOU CONTACTED THE MANUFACTURER? YES NO x NOT, DO YOU PLAN TO CONTACT EM? YES x NO OTHER?
 18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION
 19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO

FOR ADMINISTRATION USE
 DATE RECEIVED: **12/96**
 21. RECEIVED BY (NAME & OFFICE): **ctw/HL**
 22. DOCUMENT NO.: **H9670118A**

FOLLOW-UP ACTION: **960807CAA7344**
 24. PRODUCT CODE(S): **0216**

DISTRIBUTION: **CCH 7/17/1996**
 26. ENDORSER'S NAME & TITLE

960807CAA7344

CONSUMER PRODUCT INCIDENT REPORT

H9670118A

native Continued

incident and its lever popped up indicating toasting was completed and
n was off. There were no power surges at time of incident. Consumer
ls oven should have an automatic shut-off device to function if oven
rheats. UL listing is unknown.

IC Source: CONSUMER UNION

MAY 29 1996 7


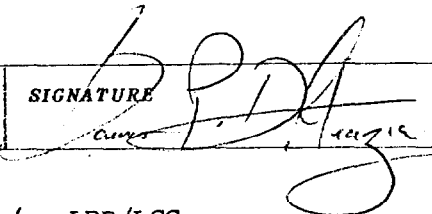
1. CASE NO. 960502CWE5002		2. INVESTIGATOR'S ID [8][9][9][9]		3. OFFICE CODE [8][6][3]		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF INCIDENT YR MO DAY [9][6][0][4][2][0]		5. DATE INVESTIGATION INITIATED		YR MO DAY [9][6][0][4][3][0]			
6. SYNOPSIS OF INCIDENT OR COMPLAINT Nobody was injured when a toaster oven was left unattended by a woman using it to toast 2 slices of bread in the toast mode. The oven did not shut off during the 10 minutes it was on and caused a fire in itself.							
7. LOCATION (Home, school, etc.) home		8. CITY [1][0] Dolores		9. STATE CO			
10A. FIRST PRODUCT toaster oven		[0][2][1][6]		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker TRO 400 TYI. date code 515			
10B. SECOND PRODUCT [][][][]		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM [9][9][9]		13. SEX (USE NUMERICAL CODE) MALE - 1 FEMALE - 2 [2] UNKNOWN - 3		14. DISPOSITION no inj. [0]		15. INJURY DIAGNOSIS no inj [7][0]	
16. BODY PART no inj [9][9]		17. RESPONDENT(S) (Mother, Friend) husband [1]		18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [2] OTHER - 3		19. TIME SPENT [][8].[][]	
20. ATTACHMENTS docs [2]		21. CASE SOURCE consumer [0][7] F96 55002A		22. REVIEWED BY [8][1][9][1]		YR MO DAY [9][6][0][5][2][0]	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [] CPSC MAY NOT DISCLOSE MY NAME [X]							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE			

MFR/PRVLR NOTIFIED *9/15/96*
 No Comments made
 Comments attached
 Excisions/Revisions
 Firm has not requested
 further notices

(USE ADDITIONAL SHEETS IF NECESSARY)

MAY 29 1996

FIELD ACTIVITY COVERSHEET

1. REGION/STATE FOWR/Denver		2. OPERATION (Check One) <input type="checkbox"/> Inspection <input type="checkbox"/> Establishment Visit <input type="checkbox"/> Telephone Contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other _____		3. DATE 5-17-96	
		4. NUMBER (For RO Use) 960502CWE5002			
5. ESTABLISHMENT Name _____ Address _____ City _____ State _____ Zip _____ Telephone _____					
6. RELATED FIRM <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other _____ Name _____ City _____ State _____					
7. PRODUCTS COVERED Toaster Oven			8. OTHER CONSUMER PRODUCTS		
9. ESTABLISHMENT TYPE <input type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own Label Distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager <input type="checkbox"/> Other _____			10. ANNUAL PRODUCTION Product Covered \$ _____ Units _____ Other Products \$ _____ Units _____		
11. I.S. BUSINESS % Received _____ % Shipped _____		12. SAMPLES COLLECTED none		13. MIS CODE 32626	
14. HOURS Activity _____ 8 _____ Travel _____					
15. REASON FOR ACTIVITY (Assignment Reference) consumer complaint					
16. ANNOUNCED <input type="checkbox"/> Rationale for Announced Inspection UNANNOUNCED <input type="checkbox"/>					
17. EMPLOYEE'S NAME Teresa Bloxham, #8999		TITLE Investigator		SIGNATURE 	
18. (X) ENDORSEMENT <input type="checkbox"/> REMARKS <input type="checkbox"/> SUMMARY <input type="checkbox"/> OTHER _____ IDI conducted in response to a consumer complaint associated with an electric toaster oven. the toaster oven malfunctioned in that the toast lever stuck in the down (on) position. The oven was left unattended andd the toast burned. this was the first such malfunction. The toaster oven was returned to the manufacturer. No further follow up.					
19. REVIEWER'S NAME James P. DiGrazia		TITLE Supervisory Investigator		SIGNATURE 	
20. REVIEW DATE 5/20/96		21. DISTRIBUTION O: EHDS cc: NYRO, SFRO cc c/s: LDB/LGC			

CONSUMER PRODUCT INCIDENT REPORT

1. Name of Respondent [REDACTED]		2. Telephone No. (Home) (Work) [REDACTED]	
3. Street Address [REDACTED]		4. City State Zip Code Dolores, CO 81323	
5. Describe accident situation or hazard, including data on injuries. (Use second page if necessary.) The man's wife had put bread in a toaster oven to make toast. Shortly after she started the toast function she was distracted by a phone call. She returned 10-15 minutes later and saw the toaster oven was on fire. She could not turn the oven off so she unplugged it from the wall. The toast lever was stuck in the on position and could not be turned off. Damage was limited to singed cabinets and the oven, no injuries. The oven was ordered from a bonus gift catalog from the Henry Schein drug company in New York. The offers were for MD's, DDS's, and DVM's. The oven was shipped by the drug firm. The man has seen the same product in retail stores. He contacted the maker to advise them of the incident. They asked him to return the oven to them, which he will do. He will send a copy of his correspondence with the firm to CPSC in Denver, CO. The oven had only been used a total of 6 months.			
6. Date of Incident(s) 4-20-96	7. If injury or near miss, obtain Age [] Sex [] and describe injury		8. If victim different from respondent, provide Name: Relationship: Wife
9. Description of Product Elec. Toaster Oven Broiler		10. Brand Name Toaster-R-Oven Broiler	
11. Manufacturer/Distributor Name, Address & Phone Black & Decker		12. Model, Serial No.'s Model TRO 400 TYI, plug code 515	
13. Dealer's Name, Address, & Phone Henry Schein Pharmaceutical Co. New York		14. Was the product damaged, repaired or modified? Yes [X] No [] If yes, before or after the incident? Describe: damaged in fire, toast lever would not turn off or stay up.	
15. Product purchased New [X] Used [] Date purchased [8-95] Age []		16. Does product have warning labels? If so, Note:	
17. Have you contacted the manufacturer? Yes [X] No [] If not, Do you plan to contact them? Yes [] No [] Other		18. Is the product still available? Yes [] No [X] If not, its disposition will be returned to the maker (B&D)	
19. May we use your name with this report? Yes [] No [X]			
FOR ADMINISTRATION USE			
20. Date Received 4-30-96	21. Received by (Name & Office) Teresa Bloxham, FOWR/Denver		22. Document No. F9655002A
23. Follow-Up Action SECT 04 1996 960502CWE5002		24. Product Code(s) Toaster Oven--0216	
25. Distribution O- EADS cc: NY20.CCA:SF20		26. Endorser's Name & Title SPD, Sup	

960502CWE5002
Toaster Oven
Dolores, CO

This incident was reported by telephone to the Denver Resident Post. There were no injuries when a toaster oven failed to turn off at the end of a toast cycle and overheated. The man reported the incident to the maker of the product, and returned the toaster oven to the firm. The toaster oven was not available for sampling or photographs. The information for this report is from a telephone interview with the owner of the toaster oven.

Pre-Incident

This incident took place in a home in Dolores, Colorado. The home was owned and lived in by a man and his wife. The man is a veterinarian, and owns a clinic in Cortez, Colorado.

The man purchases pharmaceutical supplies from the Henry Schein company in New York. This firm sells products to doctors, dentists, and vets. The firm offered a promotional products catalog to their clients. Based on the amount of products ordered from the firm, the doctors could order free products from the catalog. The man ordered a toaster oven/broiler from the gift catalog, receiving it in the fall of 1995.

The man said the oven was used a few times after he received it, but sat unused for 4 months in the winter when the couple left town. They had used it a few times in the month after they returned from their trip in the spring of 1996.

On the morning of the incident, the wife placed 2 pieces of bread in the toaster oven to make toast. She pushed the toast lever down to start the oven. She did not move any of the setting dials on the oven from the way they had been set during other uses of the product.

Shortly after starting the toasting, the wife was distracted by a telephone call, and forgot about the toast. She stepped outside the house briefly and returned. The wife was away from the kitchen for about 10 minutes.

960502CWE5002
Toaster Oven
Dolores, CO

Incident

When she returned, the wife heard the smoke alarm sounding, saw smoke in the kitchen, and flames in the toaster oven. She saw that the toast lever was still down and the heating elements were glowing brightly. She was not able to turn the oven off, so she unplugged it from the wall.

Post Incident

The wife did not call the fire department. There were no injuries, and damage was limited to singeing the cabinet the toaster oven was mounted underneath, and fire damage to the inside of the toaster oven.

The man said that he waited for the oven to cool down, and tried the toast lever several times to see if it was working or not. Most of the time, the toast lever would not pop up and turn off the heating elements.

The man contacted the maker of the toaster oven to advise them of the incident. They asked him to return the toaster oven to them for their own examination. He agreed to return the toaster oven, but also wanted to report the incident to CPSC and alert CPSC of the potential hazard in this product. He did return the toaster oven to the company about 4-30-96.

Product Information

The toaster oven was a Black & Decker model TRO 400 TYI, plug date code 515. The man's letter to the firm has the ref # 8000925. A copy of the letter is attached. The toaster oven was ordered from the Henry Schein customer gift catalog in August 1995. The model was mounted with an under cabinet bracket that came with the unit. The man did return the toaster oven to Black & Decker at the request of the customer service person he filed his complaint with.

Standards Information

It is not known which voluntary standards may have applied to this toaster oven.

960502CWE5002
Toaster Oven
Dolores, CO

Attachments

Attachment 1 Work assignment and copy of incident report.

Attachment 2 Copy of man's letter to Black & Decker that was included with the toaster oven return.

Attachment 2
960502CWES002

Dolores, CO 81323
April 30, 1996

Black & Decker
Shelton, CT 06484

Gentlemen:

Enclosed is the toaster oven I called about last week (ref # 8000925), model # TRO 400 TYI, plug # 515.

We acquired this appliance as a "bonus" gift item from a drug company I do business with (Henry Schein). We first put it to use last fall (1995), but it was used very little because we were away from our home for four months this winter.

We had used it for about one month this spring without incident. On about April 20, my wife put two pieces of bread in to toast....with the settings the same as they had been all along. She left the kitchen, was gone for about ten minutes (more or less). She heard the smoke alarm go off and returned to the kitchen to find the toaster oven in flames. The toast had charred and was burning vigorously. The "Toast" lever had not returned to the up (off) position, and the heat elements were all glowing brightly. The unit had been installed in one of your under-cabinet hanger unit (correctly, I think), and the flames and smoke had discolored the unit, and had singed the finish on the cabinet above.

After it had cooled, we tried it again, and found the "Toast" lever was not returning to the off position....on nearly every cycle.

It is clear to me that this is NOT just an inconvenient defect; this has the capability of literally burning the house down. I think it is mandatory on your part to discover why such a potentially lethal defect could occur. I would be interested in knowing if this defect has been reported by other purchasers of this appliance.

A copy of this letter has been sent to the federal Consumer Product Safety Commission in Denver, and a full telephone report has been made to them.

Also, please note that the carton this was shipped in was not the original; I picked it up at a local store to facilitate shipping and packing. Consequently, any markings on the carton will not match the toaster oven in question.

Ph: [REDACTED]

F: [REDACTED]

Dolores, CO 81323

photos

SECT 15

21 JUN 1996

SN

1. TASK NUMBER 960522CMC9019 M9650001		2. INVESTIGATOR'S ID 8922		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 896	4. DATE OF ACCIDENT YR MO DAY 96/05/12	5. DATE INITIATED YR MO DAY 96/05/14		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT A 75 year old male was found dead by firefighters responding to a call of a house fire. It is believed victim had made dinner and was eating in living room when he was overcome by smoke. Fire started in area of a toaster oven he was using to toast a bagel.				
7. LOCATION (Home, School, etc.) HOME 10		8. CITY WHEATLAND		9. STATE PA
10A. FIRST PRODUCT TOASTER OVEN 0216		10B. TRADE/BRAND NAME BLACK & DECKER		10C. MODEL NUMBER TRO 500
10D. MANUFACTURER NAME AND ADDRESS BLACK & DECKER 286 Armstrong Rd. Shelton, CT 06484				
11A. SECOND PRODUCT CABINETS 4056		11B. TRADE/BRAND NAME unk		11C. MODEL NUMBER unk
11D. MANUFACTURER NAME AND ADDRESS unk unk unk				
12. AGE OF VICTIM 075	13. SEX 1 male	14. DISPOSITION fatal 8	15. INJURY DIAGNOSIS anoxia 62	
16. BODY PART (S) INVOLVED all 85	17. RESPONDENT fire officials fire officials	18. TYPE OF INVESTIGATION on-site 1	19. TIME SPENT (OPERATIONAL HOURS) 12.0	
20. ATTACHMENT(S) multiple 9	21. CASE SOURCE newspaper 05		22. SAMPLE COLLECTION NUMBER	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) NO				
24. REVIEW DATE	25. REVIEWED BY		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC:				

CPSC FORM 182 (REVISED 10/93)

OMB NO. 3041-0029

15/6/96
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

960522CMC9019

Note: All information for this report came from third party sources: investigating fire officials.

PRE-INCIDENT:

According to the fire chief, the victim was a 75 year high school educated male who was in good health for his age.

The victim lived alone in a 40 year old split level home which he had built. The house was well insulated and vinyl sided. The fire chief recalls no fire history for this victim's house. He also felt that the house was protected by an adequate electrical system. It was also equipped with a working smoke detector, which was located in hall between kitchen and bedrooms.

According to the fire chief (who lived near the victim all of his life) the victim was a neat, orderly and intelligent man.

According to the fire chief, the weather was nice on May 12, 1996, and played no part in the incident.

According to the fire chief, it is believed that the victim made himself dinner at around 9:00PM on May 12, 1996. It is believed that he cooked some type of beans in a skillet on his stove and turned it off. He may have put bread for toast or a bagel in the toaster oven (unknown age) and started it. He then went into the living room to eat in front of the television.

INCIDENT:

According to the fire chief, it is believed he either saw smoke or the smoke detector went off, possibly startling him. In his attempts to leave his chair and see what was going on, he may have fell or became disoriented by the smoke and fell. (This was about 9:30PM) At this point it is believed that he lost consciousness.

POST-INCIDENT:

Two neighbors passing by later observed smoke coming from the roof area above the kitchen. They went over to the house and banged on the doors and windows, getting no response. They went to a neighbors and called 911.

The police were first to arrive. One officer noticed the smoke and also tried to arouse someone inside by banging on door. When there was no response, he kicked the kitchen door in. he was met by flames and heavy black smoke. He couldn't see anyone inside.

At this point, around 12:30AM, firefighters arrived and the fire was extinguished quite quickly. Firefighters found the victims body face down on the living room floor among a knocked down phone and food articles. He had no life signs.

The victim's body was removed by firefighters, placed in an ambulance and the coroner notified. The coroner had the body moved to his morgue.

An autopsy revealed the cause of death to be by carbon monoxide poisoning. His carboxyhemoglobin level was 18.37%. The manner of death was accidental due to the fire.

A fire investigation revealed almost all of the fire damage was in the kitchen area; in and around the area of the toaster oven. It was evident something had gone wrong with the toaster oven (the circuit breaker had tripped) and the flames spread upward into some cabinets and then spread out to the roof above the kitchen exhaust. Damages were estimated at \$13,000.

The involved toaster oven was removed by firefighters and held in their custody for the insurance company.

On May 14, 1996, this investigator visited the fire department and photographed the involved toaster oven. See photos attached as exhibit #1 to this report. A copy of the fire report was obtained. It is attached as exhibit #2 to this report.

The victim's daughter declined to be interviewed at this time. She also indicated that the insurance company had already been there and investigated the fire.

PRODUCT IDENTIFICATION:

The toaster oven involved in this incident is a model TRO 500, "Toaster-R-Oven/Broiler", manufactured by Black & Decker, Household Products Div., 6 Armstrong Rd., Shelton, CT 06484, 800-231-9786. The toaster oven was of unknown age. It is unknown where the victim purchased it.

The toaster oven remains were being held by the fire department for possible insurance company disposition.

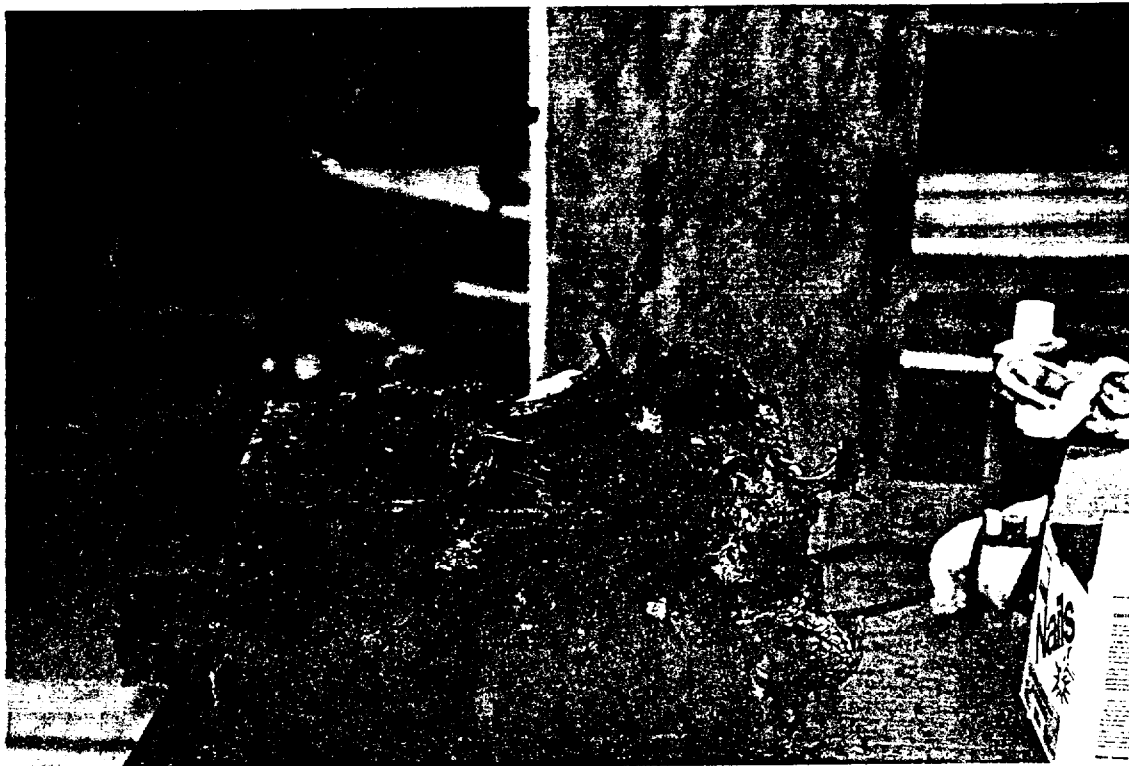
STANDARDS/CERTIFICATION:

Stamped into the base of the product was: "UL LISTED 228E"

EXHIBITS:

Exhibit #1 - Photographs

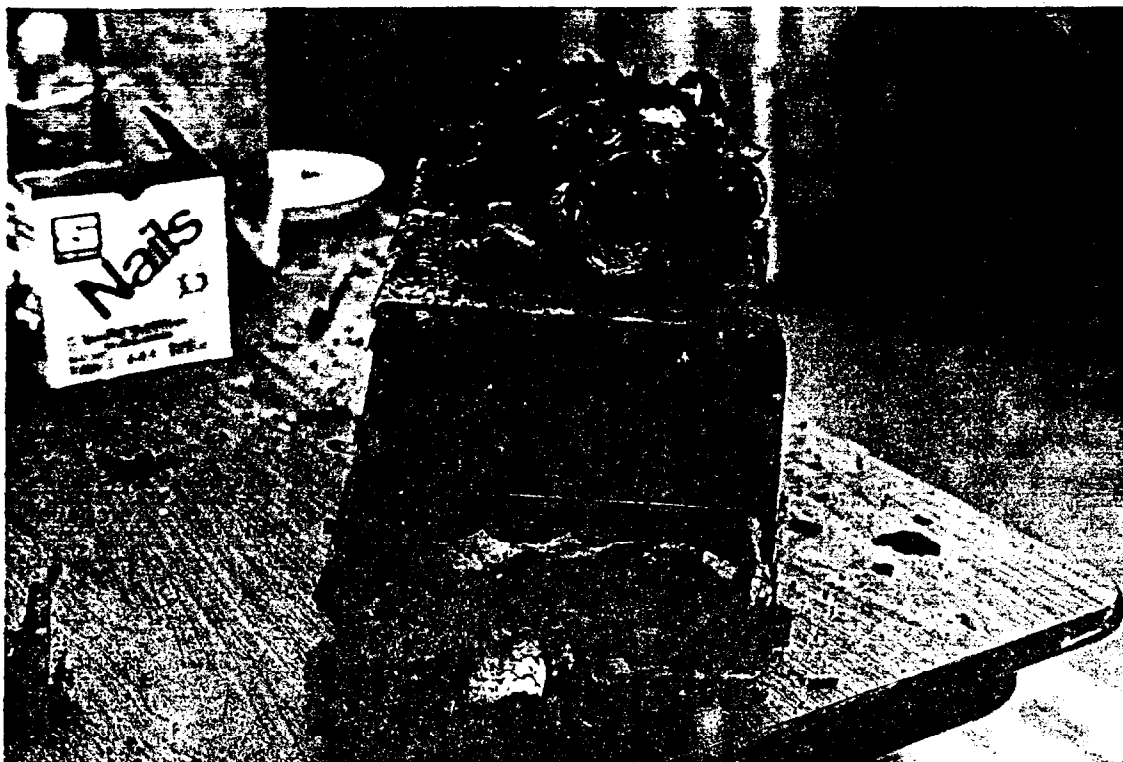
Exhibit #2 - Copies of Fire and Police Report



PHOTO#1: Overall photo of the remains of the involved toaster oven from a rear view.



PHOTO#2: Side view of the remains of the involved toaster oven.



PHOTO#3: Another side photo of the remains of the involved toaster oven: notice wires which are part of the controls.

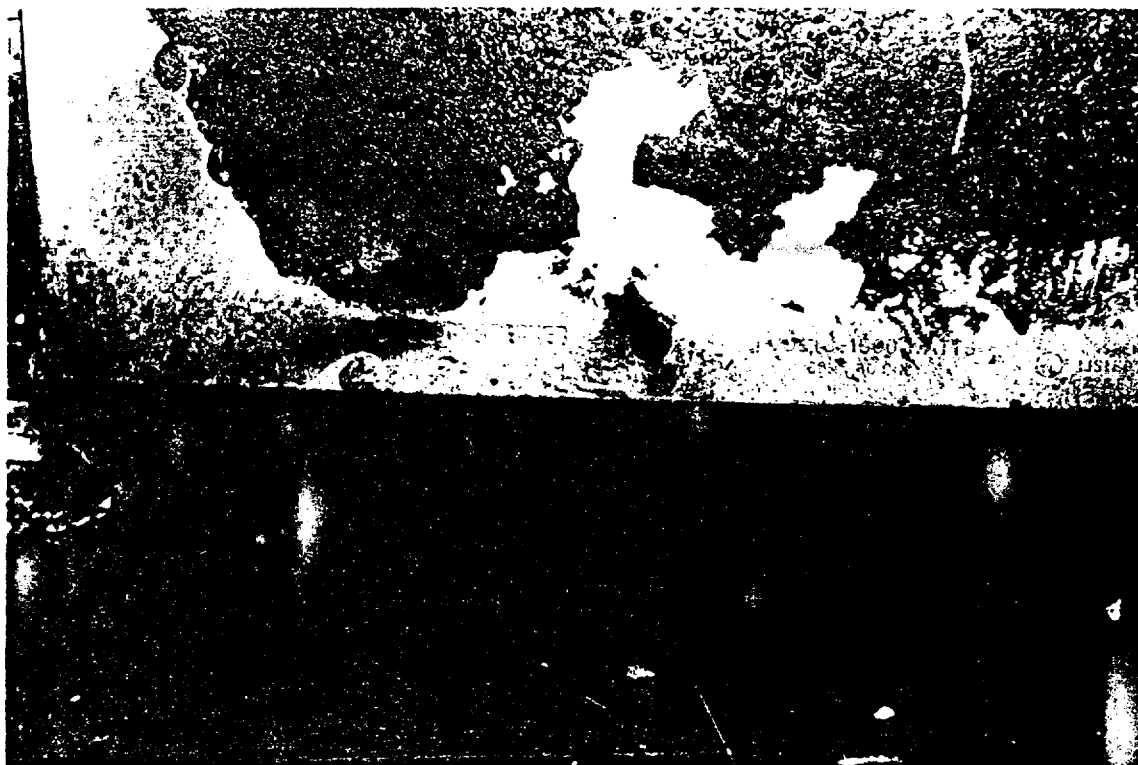


PHOTO#4: A close up view of photo 3, notice wires from controls in center left of photo.

EX#1 960522CMC9019



PHOTO#5: Photo of the bottom of the remains of the involved toaster oven.



PHOTO#6: Closeup photo of the "BLACK&DECKER MODEL TRO 500 SHELTON CT, 1500 WATTS UL 228E TOASTER" stamped in bottom.

EX#1

960522CMC9019

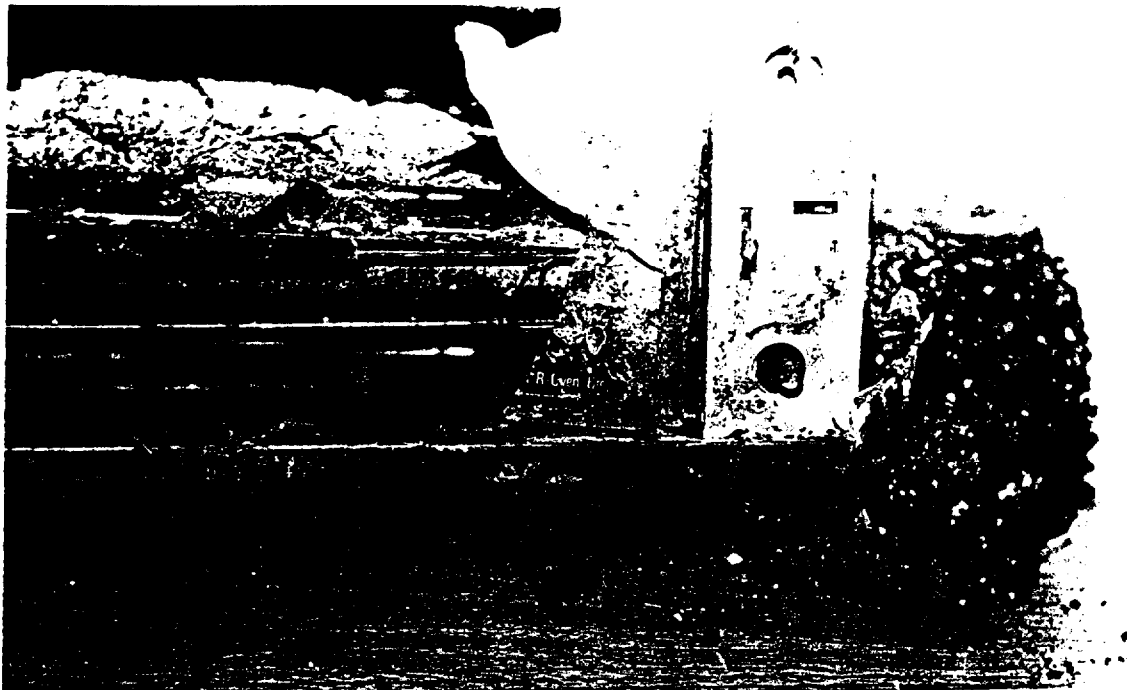


PHOTO #7: Closeup photo of the remains of the involved toaster oven, front view, with controls and words "r-R-Oven/Broiler" visible.

NEWS DIGEST

Man's body found in burning home

A Mercer County man was found dead inside his burning home early yesterday.

Albert Hill, 75, of Wheatland, was found in the living room of his split level home.

A man passing the house on his way home from work spotted the smoke and went to a neighbor's to call firefighters, said Andrew Clarke, chief of the Wheatland Volunteer Fire Department.

Clarke said the fire appeared to have started when a toaster oven overheated in the kitchen. Damage was confined to the kitchen and the roof above. The rest of the structure received heat, smoke and water damage.

Police and fire officials are awaiting autopsy results to deter-

mine whether Hill fell asleep and died in the fire or if something happened to him that prevented him from getting to the toaster oven.

Firefighters were able to put the fire out in about 10 minutes.

Clarke estimated damages at \$20,000 to \$30,000.

Chartiers evacuation

A car sheared off a gas meter in Chartiers yesterday, forcing firefighters and police to order people out of three homes.

The car had been parked in a driveway but slipped out of gear and rolled into the meter shortly after 10 a.m., said Vince Altieri, chief of the Chartiers Volunteer Fire Department.

Equitable Gas Co. workers arrived 30 minutes later, shut the gas off and began repairs on the line, Altieri said.

No one was injured in the mishap.

960522 CMC 9019

M 65 0001 A

EHOS (HANK)

SECTIS

RECORD NO. 96017**FIRE REPORT**

(Print Legibly)

PENNSYLVANIA STATE POLICE
FIRE MARSHAL DIVISION
1800 ELMERTON AVENUE
HARRISBURG, PA. 17109County MercerCity, Borough of Wheatland
Township of _____Date and hour of fire, Month MAY Date 12 1996 Hour 0028 A.M. _____ P.M.Name of Owner Albert R. Hill P.O. Address 164 Grandview DR.Name of Occupants Albert R. HillStreet and Number 164 Grandview DR.

Class of Structure Mark X opposite.	Number of Stories Mark X opposite	Construction Mark X opposite.	Kind of Roof Mark X opposite.
Dwelling <u>X</u>	One _____	Wood <u>X</u>	Shingle (wood) <u>X</u>
Store _____	Two <u>X</u>	Brick _____	Tin _____
Manufactory _____	Three _____	Stone _____	Slate _____
Barn _____	Four _____	Concrete _____	Slag _____
Vehicle _____	_____	_____	_____

Fill in blank space when Structure, Number of Stories, Construction of Roof, is other than those specified.

If Store or Manufactory _____

NAME KIND OF STORE OR MANUFACTORY

Cause of Fire over heated Toaster oven

If suspicious or of undetermined origin please complete the following:

TIME AND DATE STATE POLICE NOTIFIED _____

Estimated value of building \$ 45,000 Estimated damage to building \$ 10,000Estimated value of contents \$ 20,000 Estimated damage to contents \$ 3,000Total \$ 65,000 Total \$ 13,000

Insurance on building \$ _____

If Available - Insurance on contents \$ _____

Total \$ _____

Names of Insurance Companies Republic

MILEAGE TRAVELED TO PLACE OF FIRE -ONE WAY ONLY-
<u>12</u>

Signature

Andrew E. Clarke1028 Federal St. Farrell, PA 16121
Post Office Address

EX 2

960522 ENC 9019 If death or injury result from fire give details on other side, including Name, Age and Occupation of those killed or injured.

49 HPG

INCIDENT REPORT

WHEATLAND FIRE DEPT.

WHEATLAND, PA.

<input type="checkbox"/> PHONE	<input checked="" type="checkbox"/> RADIO	BOX NO.	TIME	<input type="checkbox"/> P.M.	DATE
<input type="checkbox"/> VERBAL	<input type="checkbox"/> ADT		10048	<input type="checkbox"/> P.M.	5/12/96
COMPANY RESPONDING #1 #5 #7					
CO. NO. TYPE		TIME ARRIVED	TIME DEPARTED	HOURS	MILES TRAVELED
		0032	0205	1 1/2	1/2
INCIDENT <input checked="" type="checkbox"/> FIRE <input type="checkbox"/> PUBLIC SERVICE <input type="checkbox"/> RESCUE <input type="checkbox"/> OTHER:					
LOCATION OR STREET ADDRESS					
164 Grandview					
TYPE OF BUILDING					
wood Frame					
OWNER			OCCUPIED BY		
Albert R. Hill			Same		
BUILDING USE FOR			SPREAD TO OTHER BUILDINGS		
Dwelling			<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
ORIGIN OF FIRE			CAUSE		
Kitchen			Overheated Toaster oven		
EXTINGUISHED BY: <input type="checkbox"/> FLOODER <input type="checkbox"/> EXTINGUISHER <input checked="" type="checkbox"/> TOWER <input type="checkbox"/> STRIKER					
<input checked="" type="checkbox"/> HYDRANT <input type="checkbox"/> CHEMICAL <input type="checkbox"/> FOG <input type="checkbox"/> OTHER:					
NO. HYDRANTS USED		FEET FROM HYDRANT		NO. OF LINES USED	
1		1 1/2		2	
MATERIAL IGNITED: TYPE					
FORM					
REASON FOR THE SPECIALITY <input type="checkbox"/> NON-FIREWORKS WALLS <input type="checkbox"/> OVERSTAKES <input type="checkbox"/> POOR WATER SUPPLY					
<input type="checkbox"/> OVERSTAKES <input type="checkbox"/> TYPE OF FUEL <input type="checkbox"/> OTHER:					
FORCIBLE ENTRY: <input type="checkbox"/> FRONT <input type="checkbox"/> WINDOW <input type="checkbox"/> ROOF <input type="checkbox"/> OTHER					
FIRE EQUIPMENT: <input type="checkbox"/> LADDER <input type="checkbox"/> JACK <input type="checkbox"/> PUMP <input type="checkbox"/> OTHER					
NAME: ADDRESS:					
COMMENTS:					
WITNESSES: NAME ADDRESS					
NAME ADDRESS					
INSURANCE AGENT		INSURANCE AMOUNT		DEATHS (NO.)	
ESTIMATED VALUE		BUILDING		INJURIES (NO.)	
		\$45,000		EQUIPMENT	
ESTIMATED RELOSS		CONTENTS		EQUIPMENT	
		\$20,000			
		3,000			
SPECIAL NOTES:					

96017

A. S. Clarke
SIGNATURE OF OFFICER IN CHARGE

EX. 2

960522CMC9019

2/9 1496

FIRE CASE REPORT

WHEATLAND FIRE DEPARTMENT

WHEATLAND, PENNA. 16161

1-INCIDENT Structure		2-TYPE OF ALARM GEN		3-ZONE 1		4-COMPLAINT NUMBER 96017	
5-LOCATION 164 Grandview		6-DATE AND TIME OCCURRED 5-12-96 0028		7-DATE AND TIME ARRIVED 0032		8-10-8 0205	
8-VICTIM (FIRM NAME IF BUSINESS) Albert R. Hill		ADDRESS 164 Grandview		RESIDENCE PHONE		BUSINESS PHONE	
9-PERSON REPORTING INCIDENT		ADDRESS		RESIDENCE PHONE		BUSINESS PHONE	
10-WITNESS		RACE SEX AGE ADDRESS		RESIDENCE PHONE		BUSINESS PHONE	
12-VICTIM'S OCCUPATION		RACE SEX AGE D.O.B.		13-TYPE OF PREMISES WHERE OCCURRED		14-INSURANCE CARRIER	
15-MUTUAL ASSISTANCE		16-TRUCKS USED		17-METHOD USED TO EXTINGUISH FIRE		18-KIND OF PROPERTY INVOLVED	
20-VEHICLE YEAR/MAKE/MODEL		COLOR		REG. NO./STATE		VIN	
21-KEYS IN IGNITION <input type="checkbox"/> YES <input type="checkbox"/> NO		22-DOORS LOCKED <input type="checkbox"/> YES <input type="checkbox"/> NO		23-MILEAGE		24-UTILITIES NOTIFIED	
NARRATIVE (CONTINUE ON REVERSE SIDE IF ADDITIONAL SPACE IS REQUIRED)				25-INJURIES			

Mr Hill was pulled from Residence by fire fighters. Mr Hill was possibly Deceased Before The Fire, will Await Tests of Autopsy
Fire was started in Area of A Toaster oven
Approx \$13,000 Damage. Community Mental Health Counselor notified @ 0218
Overheated Toaster oven Cause of Death was Carbon Monoxide Poisoning 5-13-96
Republic TNS

26-CASE STATUS (CHECK ONE)

☐ BONA FIDE CASE ☐ BONA FIDE CASE

27-REPORTING OFFICER

1 2 0 1 1 1 1 1

28-SUPERVISOR APPROVING

EX 2 960522 CMC 9019 3/9 CPE

NARRATIVE (continued)

Officer in Charge *At Clarke*

Manpower

J Haydel

T E Robinson

M Higgins

N Myers

P Baker

D Williams

J Weiser

P Prynner

E Burger

H Crooks

EX 2
960522CME 9019
1116

960522CME 9019

25-CASE STATUS (CHECK ONE)

☐ UNFOUNDED

☐ BONA FIDE CASE
CLEARED

☐ BONA FIDE CASE
NOT CLEARED

27-REPORTING OFFICER

28-SUPERVISOR APPROVING

A. Clarke
J. Haydel
T.E. Robinson
M. Hugin
D. Myers
P. Baker
D. Williams
J. Weiser
P. Penger
E. Bueger
H. Crooks

11 men
16 1/2 m#

Albert R. Hill
164 GRANDVIEW
DECEASED

wait for Autopsy Report.
cause of death was
CARBON MONOXIDE Poisoning
5-13-96

Ex 2

Q60522CMC9019 5/9 HPK

James Lucas
8207 Paul St
Helmick, PA
ph # 512-1464
SN # 206-30-5615

Colleen Miller
153 Grandview
Whiteland, PA
ph # 311-3003
SN # 193-661-3555

DAUGHTER:

CHRISTINE LOVALL

1-800-980-3053

Hollywood, FL.

1601 S. SORF RD.

HOLLYWOOD, FLORIDA

EDGHADES ISLE RESORT

305-922-1508

925-5355

966-2360

EX 2

960522009014

6/9
H/6

☐ INDEX ASSIGNED TO:

DX 2960522	CNC 9019	6/9	AK
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SUPPLEMENTARY REPORT

SOUTHWEST MERCER CO. REGIONAL POLICE DEPT.
FARRELL, PENNSYLVANIA

II

1. SUBJECT

2. REFERRED TO

3. DATE

TIME

AM

PM

NOTIFIED.

THE body WAS REMOVED FROM FRONT YARD TO
AN AMBULANCE.

FIRE DAMAGE WAS MAINLY TO THE KITCHEN
AREA.

IN THE LIVING ROOM WHERE DECEASED WAS
LOCATED A DINNER PLATE WAS LOCATED APPX.
18-25" AWAY FROM DECEASED FEET W/ SOME
TYPE OF BEAN FOOD ON IT AND SCATTERED
AWAY FROM PLATE.

THE SAME TYPE OF BEAN FOOD WAS LOCATED
IN A SKILLET ON TOP OF STOVE IN KITCHEN.

THE TELEPHONE IN THE RESIDENCE WAS
OFF THE HOOK.

A BLACK WALLET WAS LOCATED ON THE
DECEASED. IN THE WALLET WERE 4
CREDIT CARDS W/ DRIVERS LICENSE.
NO CASH MONIES

ALSO AN EMERGENCY NOTIFICATION
NUMBER FOR HIS DAUGHTER.

SHE WAS NOTIFIED AND I SPOKE
WITH HER.

CHRISTINE LOVALD REQUESTED
THAT IF I COULD SECURE A STRONG

5. REPORTING OFFICER

BADGE NO.

6. APPROVED BY

BADGE NO.

7. DATE

TIME

AM

PM

8. OFFICERS ASSIGNED

EX 2 960522CMCP019 8/9 NOG

SUPPLEMENTARY REPORT

SOUTHWEST MERCER CO. REGIONAL POLICE DEPT.
FARRELL, PENNSYLVANIA

TIT.

1. - SUBJECT

2. - REFERRED TO

3. - DATE

TIME

AM
PM

1 / 1 Box which was located
in her father's bedroom just off
the kitchen she also requested me
to secure any valuable papers in his
dresser.

I took into custody 2 metal locked
strong boxes without keys.

1 - Police Pos. Special 32 cal #613464

1 - Camera in blue nylon bag.

Room was secured by pushing refrigerator
in front of door.

Trooper Robert G. Vizyak

Fire Marshall arrived @ 3:30 AM

Prelim. DETERMINATION TOASTER
OVEN SOURCE OF FIRE

All property seized was bagged & tagged
entered into evidence book

5. - REPORTING OFFICER

BADGE NO.

6. - APPROVED BY

BADGE NO.

7. - DATE

TIME

AM
PM

8. - OFFICERS ASSIGNED

6.7 06/29/2019 106 9/6

26 NOV 1998

EPIDEMIOLOGIC INVESTIGATION REPORT

1. CASE NO. 960807CAA7343		2. INVESTIGATOR'S ID [8][9][9][9]		3. OFFICE CODE [8][6][3]	
4. DATE OF INCIDENT YR MO DAY [9][6][0][7][1][7]		5. DATE INVESTIGATION INITIATED YR MO DAY [9][6][1][0][2][1]			
6. SYNOPSIS OF INCIDENT OR COMPLAINT Nobody was injured, no property damaged, when a toaster oven was being used to toast a bread item and caught on fire internally prior to the end of the toast cycle. The bread item was not burned.					
7. LOCATION (Home, school, etc.) home [1][0]		8. CITY Greeley		9. STATE CO	
10A. FIRST PRODUCT toaster oven [0][2][1][6]		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker, TRO510TYT, UL 228E.			
10B. SECOND PRODUCT none [][][][]		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS			
12. AGE OF VICTIM [9][9][9]		13. SEX (USE NUMERICAL CODE) MALE - 1 FEMALE - 2 [1] UNKNOWN - 3		14. DISPOSITION no inj. [0]	
15. INJURY DIAGNOSIS no inj. [7][0]		16. BODY PART no inj. [9][9]		17. RESPONDENT(S) (Mother, Friend) victim [1]	
18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [2] OTHER - 3		19. TIME SPENT [][6].[][]			
20. ATTACHMENTS Inc. Rept. [5]		21. CASE SOURCE hotline [0][7] H9670154A		22. REVIEWED BY YR MO DAY [8][1][10][1] [9][6][1][1][10][7]	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [] CPSC MAY NOT DISCLOSE MY NAME [X]					
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE	

MFR/PRVLR NOTIFIED 1/15/98
 No Comments made
 Comments attached
 Excisions/Revisions
 Firm has not requested
 further notice

(USE ADDITIONAL SHEETS IF NECESSARY)

This investigation was done as follow-up to a hotline complaint from the consumer. The man was not injured and there was no damage when his toaster oven started a fire internally while he was using it to toast a bread item. The man was able to disconnect power to the appliance and limit damage to the internal parts of the appliance. He had agreed to send the appliance to CPSC for a sample.

Pre-Incident

The family in this incident was a man, wife, and a teen-age boy. An older girl was living outside the home at college. The man was an epidemiologist and teacher at the local university. He also made pottery as a hobby.

The man said that he purchased the toaster oven in 1994, and believed it may have been at a local Target store, but he was not sure of the retailer. He said the oven was about \$50.00.

The man used the toaster oven at a kitchen table in his home. The family did not have a regular toaster, and used the toaster oven instead. The plug for the appliance was about 1 foot below the top of the table, on the wall. The toaster oven was kept plugged in at all times. The man estimated it was used about 1/week to toast bread items (bagels or toast) and less than 1/month for other types of food/cooking. The man said that neither of his kids used the appliance on a regular basis for snacks or their own cooking.

Incident

On the morning of the incident, the man put a bread item into the toaster oven to toast it. He was not sure if it was sliced bread or a bagel. The toast was set for medium toasting, and the toast indicator light did come on when he started toasting the item.

The man stepped into another room next to the kitchen for about 1 minute. He said he smelled something like burning plastic and returned to the kitchen to investigate. He said he saw smoke coming out from the side of the oven, not the food cooking space. The toast light was still on.

960807CAA7343
Toaster Oven Fire
Greeley, CO

Post Incident

The man said that the toast lever was stuck down and he had to force it back up. He believed that his pottery hobby made his hands stronger than average, and he was able to release the lever without tools. The man also unplugged the toaster oven from the wall outlet. The man said that the power cord was hot to touch when he unplugged it. The oven stopped smoking when he unplugged it from the wall, and only the plastic sides of the oven showed any damage or discoloration. The man said that the item inside the toaster oven was not burned during the incident. He believed the fire was located in the internal parts of the oven itself. The man was not injured in the incident. He discontinued use of the appliance.

Product Information

The man said the toaster oven was a Black & Decker, continuous clean Toaster oven/broiler. The model was TR0510TYT, it was UL listed 228E. The appliance had a grey colored front, white top, and molded plastic sides. It was purchased in 1994, and used for about 2 years. The man thinks he bought it at the Target store at the Greeley Hillside Mall.

Standards Information

The toaster oven was UL listed 228E.

Samples Collected

The man had agreed to send the appliance to CPSC as a sample. Because of his work schedule and distance from Denver, Colorado, it was not possible to pick up the item from the man. It has not been received as of 10-30-96. If/when the sample arrives it will be processed and forwarded to the sample custodian.

Attachments

Attachment 1 Work assignment and original incident report.

TOTAL P.11

IPD

w.

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H9670154ADate of Incident 7/17/96 Category I.D. SECT 3 I 1996

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne Siebert

Assignment Message Please obtain details of
incident, including: whether indicator
light was on, typical use of toaster
oven, history of problems with the toaster
oven.

Please obtain sample

Person(s) to Contact Consumer

Guideline

Requested By Jeanne Siebert

Task Number

960807CAA 7343

Assigned to

SFOO

Date

8/17/96

FAX & mail to SFOO

CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

NAME OF RESPONDENT: [REDACTED]

42

2. PHONE NO. (HOME) (WORK)

STREET ADDRESS

22 [REDACTED]

4. CITY
Greeley

STATE ZIP CODE
CO 80631

JUL 18 1996

DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Toaster was in toaster oven set on medium for 4 minutes when consumer saw smoke coming from inside toaster oven. Consumer found lever used to start toaster oven was stuck and hot to the touch; consumer pulled lever and unplugged toaster oven. Consumer has discontinued use of toaster oven. Toaster oven is UL listed.

DATE OF INCIDENTS 17/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
----------------------------	--	--

DESCRIPTION OF PRODUCT
Electric hard plastic toaster oven

10. BRAND NAME
Black & Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE
Black & Decker
known
known
known
known

12. MODEL, SERIAL NUMBERS
M #TRO S #510TYT, UL #228E

13. DEALER'S NAME, ADDRESS & PHONE
Target
unknown
Greeley, CO 00000
unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR REJECTED? YES NO x IF YES, BEFORE AFTER THE INCIDENT? DESCRIBE:
visible damage

15. PRODUCT PURCHASED NEW x USED
DATE PURCHASED 1994 AGE 2 yrs.

16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x
IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES x NO
IF NOT, ITS DISPOSITION

19. MAY WE USE YOUR NAME WITH THIS REPORT?
YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED
17/96

21. RECEIVED BY (NAME & OFFICE)
dec/HL

22. DOCUMENT NO.
H9670154A

23. FOLLOW-UP ACTION

460807CAA73413

24. PRODUCT CODE(S)
0216

25. DISTRIBUTION

26. ENDORSER'S NAME & TITLE
CCH 7/17/1996

960807 CAA 7343

CONSUMER PRODUCT INCIDENT REPORT

H9670154A

...rative Continued

...C Source: TEL

1. CASE NUMBER EPIDEMIOLOGIC	2. INVESTIGATOR'S ID 960531CWE5023 H 9656221	8101
INVESTIGATION		
3. OFFICE CODE REPORT	4. DATE OF ACCIDENT	5. DATE INITIATED
860	960524	960610

6. SYNOPSIS OF ACCIDENT OR COMPLAINT:

A family experienced difficulty toasting bread in an electric toaster oven. On several occasions, the bread caught on fire. On the last occasion, flames were observed escaping the oven and contacting kitchen cabinets. No fire or injury resulted. The oven was less than one year old.

MFR/PRVLR NOTIFIED
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice

7. LOCATION (Home, School, etc.) STATE	8. CITY	9.
Home 10	Salinas	CA
10A. FIRST PRODUCT MODEL NUMBER	10B. TRADE/BRAND NAME	10C.
electric toaster oven T1000TY2	Spacemaker Black & Decker	
10D. MANUFACTURER NAME AND ADDRESS		

Black & Decker Corp., Shelton, CT 06484

960531CWE5023

11A. SECOND PRODUCT
MODEL NUMBER

11B. TRADE/BRAND NAME

11C.

11D. MANUFACTURER NAME AND ADDRESS

12. AGE OF VICTIM
DIAGNOSIS

13. SEX

14. DISPOSITION

15. INJURY

999

9

No injury 0

No injury

16. BODY PART(S)

17. RESPONDENT

18. TYPE OF

19 TIME SPENT

INVOLVED

INVESTIGATION

(Operational

hours)
No injury 99

consumer 1

3

6

20. CATEGORY ID
NUMBER

21. CASE SOURCE H9650221A

22. SAMPLE COLLECTION

Sec 15 1996

consumer complaint 07

960531CWE5023

23. PERMISSION TO DISCLOSE NAMES (Non Neiss Cases Only) YES [] NO []

24. REVIEW DATE DIRECTOR 25. REVIEW BY 26. REGIONAL OFFICE

960620

8101

27. DISTRIBUTION O: EHDS cc's: CCA; NYRO; SFRO

CPSC FORM 182 (REVISED 03/94)

Information for this report was obtained during a phone conversation with the respondent. The product involved is an electric toaster oven.

PRE-EVENT

This event occurred in a single family residence in a community of 100,000 persons located 100 miles south of San Francisco. The community is an agricultural and manufacturing center. The family involved consists of father, age 39; mother, age 43; daughter, age 9; and daughter, age 19 (respondent).

In November, 1995, the family purchased an electric toaster oven from Service Merchandise, Salinas, CA. The toaster oven was designed for mounting under a kitchen cabinet. It was installed by the family. The toaster oven was used three to four times a week for toasting bread. The toaster oven was not used to heat or cook anything else. The toaster oven was plugged directly into an electrical outlet in the kitchen. Nothing else was plugged into this outlet.

The family had some difficulty toasting bread in the toaster oven. On four different occasions, bread being toasted caught on fire. On these occasions, family members were able to stop the heating cycle and remove the bread before the events caused fire damage. there is a label on the toaster oven that warns about the possibility of food materials catching on fire in the toaster oven. The respondent could not recall the precise wording of this label warning.

Respondent stated her mother is a meticulous person and cleaned the toaster oven regularly. The toaster oven had not been serviced or modified since its purchase.

EVENT

The event which is the subject of this report occurred on a Wednesday, at approximately 7:45 am. All members of the family were present in the home. The respondent placed two slices of bread into the toaster oven, with the toast

setting at a medium range. She then went upstairs. Respondent's sister was downstairs in the vicinity of the toaster oven.

The respondent's sister was the first person to realize the bread in the toaster oven was burning. She called the respondent who came downstairs and observed flames coming out the front top of the toaster oven. Flames estimated at six inches in length extended from the toaster oven and contacted the wood kitchen cabinets directly above the toaster oven. The respondent blew on the flames and smothered them with a towel.

POST-EVENT

Fire damage to the kitchen cabinets was slight. The family sanded off the cabinets to remove evidence of fire damage. The family discontinued use of the toaster oven. No injury was associated with this incident.

Later that same day, the respondent contacted CPSC via the toll free hotline. The family still has possession of the toaster oven.

PRODUCT IDENTIFICATION

The respondent identified the toaster oven as a Black & Decker Spacemaker model T1000TY2. Black & Decker Corporation is located in Shelton, CT 06484.

This model toaster oven has one horizontal opening for the placement of food items. The toaster oven is turned on by pushing a button. It turns off automatically at the conclusion of the pre-set heating cycle. The toast setting is a dial that is adjusted to the position preferred by the consumer. The respondent recalled that an owner's manual came with the toaster oven, but was unable to locate it for purposes of this CPSC investigation. The original packing carton for the toaster oven had been discarded after purchase.

STANDARDS INFORMATION

The respondent recalled the toaster oven had a UL list mark but could not recall any exact UL labeling.

SAMPLE

The respondent agreed to send the toaster oven to CPSC but never did. She did not return phone calls made in a further attempt to obtain the toaster oven for CPSC analysis.

ATTACHMENTS

Attached to this report are the following exhibits:

Exhibit #1--Incident report

Exhibit #2--Letter to respondent

11 5 JUL 1996

FIELD ACTIVITY COVERSHEET

1 Region/State FOWR/SFRO	2 Operation (Check one) <input type="checkbox"/> Inspection <input type="checkbox"/> Establishment visit <input type="checkbox"/> Telephone contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other:	3 Date 960620 4 Number 960531CWE5023	
5 Establishment Name: Black & Decker Corp. Address: City: Shelton State: CT Zip: 06484 Telephone			
6 Related firm <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other Name: City: State:			
7 Products covered electric toaster oven		8 Other consumer products	
9 Establishment Type <input type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own label distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager Other		10 Annual production Product covered \$ units: Other products \$ units:	
11 IS business % received [] % shipped []	12 Samples collected None	13 MIS code 32626	14 Hours Activity 6 Travel
15 Reason for activity			
16 Announced <input type="checkbox"/> (Rationale for announced inspection) Unannounced <input type="checkbox"/>			
17 Employee's Name James P. DiGrazia	Title Investigator	Signature date	
18 <input type="checkbox"/> Endorsement <input type="checkbox"/> Remarks <input type="checkbox"/> Summary <input type="checkbox"/> Other: IDI conducted in response to a consumer complaint associated with an electric toaster oven. A family experienced difficulty toasting bread in the oven. On several occasions, the bread caught on fire. On the last occasion, flames were observed escaping from the toaster oven and contacting kitchen cabinets. The toaster oven mounts under the kitchen cabinet. We were unable to examine the product. No further follow up.			
19 Reviewer's Name James P. DiGrazia	Title Supervisory Investigator	Signature	
20 Review Date 960620	21 Distribution cc c/s: LDB/LGC O: EHDS cc's: CCA [Rauchschwalbe]; NYRO; SFRO		

not started - no 182 1 JUN 1996

FIELD ACTIVITY COVERSHEET

1 Region/State FOWR/SFRO	2 Operation (Check one) <input type="checkbox"/> Inspection <input type="checkbox"/> Establishment visit <input type="checkbox"/> Telephone contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other: <i>Attachment</i>	3 Date 960620 4 Number 960531CWE5023
5 Establishment Name: Black & Decker Corp. Address: City: Shelton State: CT Zip: 06484 Telephone		
6 Related firm <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other Name: City: State:		
7 Products covered electric toaster oven	8 Other consumer products	
9 Establishment Type <input type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own label distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager Other _____	10 Annual production Product covered \$ units: Other products \$ units:	
11 IS business % received [] % shipped []	12 Samples collected None	13 MIS code 32626
14 Hours Activity 6 Travel		
15 Reason for activity		
16 Announced <input type="checkbox"/> (Rationale for announced inspection) Unannounced <input type="checkbox"/>		
17 Employee's Name James P. DiGrazia	Title Investigator	Signature date
18 <input type="checkbox"/> Endorsement <input type="checkbox"/> Remarks <input type="checkbox"/> Summary <input type="checkbox"/> Other: IDI conducted in response to a consumer complaint associated with an electric toaster oven. A family experienced difficulty toasting bread in the oven. On several occasions, the bread caught on fire. On the last occasion, flames were observed escaping from the toaster oven and contacting kitchen cabinets. The toaster oven mounts under the kitchen cabinet. We were unable to examine the product. No further follow up.		
19 Reviewer's Name James P. DiGrazia	Title Supervisory Investigator	Signature
20 Review Date 960620	21 Distribution cc c/s: LDB/LGC O: EHDS cc's: CCA [Rauchschwalbe]; NYRO; SFRO	

SECT 15 1996

960531CWE5023

CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

H 9650221A

1. NAME OF RESPONDENT
(WORK)

2. PHONE NO. (HOME)

3. STREET ADDRESS
STATE ZIP CODE

4. CITY

CA 93906

Salinas

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Consumer turned toaster setting to medium, toasted two slices of bread for approximately 1-1/2 minutes when the toaster and cabinet ignited into 6" flames burning the cabinet. Consumer blew on flames and smothered them with a kitchen towel. Consumer did not unplug toaster but discontinued use immediately. Toaster had not been cleaned prior to incident.

6. DATE 5-24-96 7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX 8. IF VICTIM
DIFFERENT FROM OF 0 Y/N
PROVIDE NAME AND DESCRIBE INJURY: RESPONDENT,
INCIDENTS: none

RELATIONSHIP

none

9. DESCRIPTION OF PRODUCT
electric toaster.
Decker Spacemaker

10. BRAND NAME
Black and

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE 12. MODEL, SERIAL
NUMBERS
Black and Decker Corporation T1000TY2

unknown

Shelton, CT 06484
ADDRESS & PHONE

13. DEALER'S NAME,

960531CWE5023

unknown

|Service Merchandise

unknown

|1502 North Main Street

unknown

|Salinas, CA 93906

unknown

|408-442-3500

14. WAS THE PRODUCT DAMAGED, REPAIRED OR NEW x USED

|15. PRODUCT PURCHASED

MODIFIED? YES x NO IF YES, BEFORE AGE 6 mos.

|DATE PURCHASED 11-95

OR AFTER THE INCIDENT? after

DESCRIBE:

damaged - see narrative
WARNING LABELS?

|16. DOES PRODUCT HAVE

|IF SO, NOTE: "Extreme

high temperature

|causes food to burn. "

17. HAVE YOU CONTACTED THE 18. IS THE PRODUCT STILL

19. MAY WE

MANUFACTURER? YES NO x AVAILABLE? YES x NO

USE YOUR NAME

IF NOT, DO YOU PLAN TO CONTACT IF NOT, ITS DISPOSITION

WITH THIS

THEM? YES NO x OTHER?

REPORT?

YES x NO

FOR ADMINISTRATION

USE

20. DATE RECEIVED
DOCUMENT NO.

|21. RECEIVED BY (NAME & OFFICE) |22.

05/24/96

|H9650221A

|ryp/HL

23. FOLLOW-UP ACTION
PRODUCT CODE(S)

|24.

|0234

25. DISTRIBUTION
TITLE

|26. ENDORSER'S NAME &

CCH 5/29/1996

960531CWE5023

CONSUMER PRODUCT INCIDENT REPORT

H9650221A

Narrative Continued

Distributor phone #: unknown

CPSC Source: PHONE BOOK



U. S. CONSUMER PRODUCT SAFETY COMMISSION
WESTERN REGIONAL OFFICE

600 HARRISON STREET, ROOM 245, SAN FRANCISCO, CA 94107-1370
(415) 744-2966 FAX (415) 744-2962

960531CWE 5023

ALASKA
ARIZONA
ARKANSAS
CALIFORNIA
COLORADO
HAWAII
IDAHO
LOUISIANA
MONTANA
NEW MEXICO
NEVADA
OKLAHOMA
OREGON
TEXAS
UTAH
WASHINGTON
WYOMING
PACIFIC ISLANDS

May 31, 1996

[REDACTED]
Salinas, CA 93906

Dear [REDACTED]

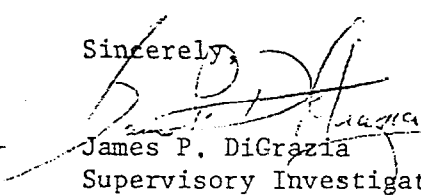
Thank you for speaking with me regarding your unfortunate experience with the Black & Decker toaster oven. I'm relieved no one was injured.

I would like to send the toaster oven to our laboratory for examination. Would you be so kind to send it to me. Upon receipt, I will send you a check for \$25.00 to cover shipping and handling, and reasonable allowance for the product. Send the toaster oven via UPS to the 600 Harrison St. address listed above.

I am also enclosing a Release of Name form for you to sign. This instructs us to release or not to release your name in connection with this matter.

Thank you very much for your assistance.

Sincerely,


James P. DiGrazia
Supervisory Investigator

SECT 15 1996

960531CWE5023

CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

H 9650221A

1. NAME OF RESPONDENT

(WORK)

2. PHONE NO. (HOME)

3. STREET ADDRESS

STATE ZIP CODE

CA 93906

4. CITY

Salinas

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

Consumer turned toaster setting to medium, toasted two slices of bread for approximately 1-1/2 minutes when the toaster and cabinet ignited into 6"

flames burning the cabinet. Consumer blew on flames and smothered them with

a kitchen towel. Consumer did not unplug toaster but discontinued use

immediately. Toaster had not been cleaned prior to incident.

6. DATE
DIFFERENT FROM

OF 0 Y/N

PROVIDE NAME

INCIDENTS

AND DESCRIBE INJURY:

8. IF VICTIM

RESPONDENT,

none

5-24-96 none

RELATIONSHIP

none

9. DESCRIPTION OF PRODUCT

electric toaster.

Decker Spacemaker

10. BRAND NAME

Black and

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE NUMBERS

Black and Decker Corporation

12. MODEL, SERIAL

T1000TY2

unknown

Shelton, CT 06484

ADDRESS & PHONE

13. DEALER'S NAME,

960531 LWE 5023

unknown	Service Merchandise
unknown	1502 North Main Street
unknown	Salinas, CA 93906
unknown	408-442-3500

14. WAS THE PRODUCT DAMAGED, REPAIRED OR NEW x USED MODIFIED? YES x NO IF YES, BEFORE AGE 6 mos.	15. PRODUCT PURCHASED DATE PURCHASED 11-95
---	---

OR AFTER THE INCIDENT? after
DESCRIBE: |

damaged - see narrative
WARNING LABELS?

high temperature

16. DOES PRODUCT HAVE

IF SO, NOTE: "Extreme

causes food to burn. "

17. HAVE YOU CONTACTED THE 19. MAY WE MANUFACTURER? YES NO x USE YOUR NAME IF NOT, DO YOU PLAN TO CONTACT WITH THIS THEM? YES NO x OTHER? REPORT?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION
--	--

| YES x NO

FOR ADMINISTRATION

USE

20. DATE RECEIVED
DOCUMENT NO.
05/24/96
H9650221A

21. RECEIVED BY (NAME & OFFICE)	22.
ryp/HL	

23. FOLLOW-UP ACTION
PRODUCT CODE(S)

24.
0234

25. DISTRIBUTION
TITLE

26. ENDORSER'S NAME & CCH 5/29/1996
--

960 531 CWE 5023

CONSUMER PRODUCT INCIDENT REPORT

H9650221A

Narrative Continued

Distributor phone #: unknown

CPSC Source: PHONE BOOK



U. S. CONSUMER PRODUCT SAFETY COMMISSION
WESTERN REGIONAL OFFICE

600 HARRISON STREET, ROOM 245, SAN FRANCISCO, CA 94107-1370
(415) 744-2966 FAX (415) 744-2962

960531CWE 5023

ALASKA
ARIZONA
ARKANSAS
CALIFORNIA
COLORADO
HAWAII
IDAHO
LOUISIANA
MONTANA
NEW MEXICO
NEVADA
OKLAHOMA
OREGON
TEXAS
UTAH
WASHINGTON
WYOMING
PACIFIC ISLANDS

[REDACTED]

Salinas, CA 93906

[REDACTED]

May 31, 1996

Thank you for speaking with me regarding your unfortunate experience with the Black & Decker toaster oven. I'm relieved no one was injured.

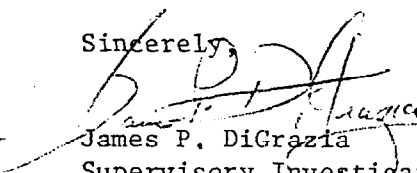
I would like to send the toaster oven to our laboratory for examination. Would you be so kind to send it to me. Upon receipt, I will send you a check for \$25.00 to cover shipping and handling, and reasonable allowance for the product. Send the toaster oven via UPS to the 600 Harrison St. address listed above.

I am also enclosing a Release of Name form for you to sing.

This instructs us to release or not to release your name in connection with this matter.

Thank you very much for your assistance.

Sincerely,


James P. DiGrazia
Supervisory Investigator

1. CASE NUMBER EPIDEMIOLOGIC	2. INVESTIGATOR'S ID 960531CWE5023	8101
INVESTIGATION		
3. OFFICE CODE REPORT	4. DATE OF ACCIDENT	5. DATE INITIATED
860	960524	960610

6. SYNOPSIS OF ACCIDENT OR COMPLAINT:

A family experienced difficulty toasting bread in an electric toaster oven. On several occasions, the bread caught on fire. On the last occasion, flames were observed escaping the oven and contacting kitchen cabinets. No fire or injury resulted. The oven was less than one year old.

7. LOCATION(Home, School, etc.) DATE	8. CITY	9.
Home 10	Salinas	CA

10A. FIRST PRODUCT DEL NUMBER	0216	10B. TRADE/BRAND NAME	10C.
----------------------------------	------	-----------------------	------

electric toaster oven	Spacemaker	
T1000TY2		

|| 10D. MANUFACTURER NAME AND ADDRESS

|| Black & Decker Corp., Shelton, CT 06484

|| 11A. SECOND PRODUCT
MODEL NUMBER ||

|11B. TRADE/BRAND NAME

|11C.

|| 11D. MANUFACTURER NAME AND ADDRESS

|| 12. AGE OF VICTIM
DIAGNOSIS ||

| 13. SEX

|14. DISPOSITION

|15. INJURY

|| 999
70 ||

| 9

| No injury 0

| No injury

16. BODY PART(S) INVOLVED No injury 99	17. RESPONDENT consumer 1	18. TYPE OF INVESTIGATION 3	19. TIME SPENT (Operational 6
20. CATEGORY ID NUMBER Sec 15 1996	21. CASE SOURCE consumer complaint 07	22. SAMPLE COLLECTION H9650221A	
23. PERMISSION TO DISCLOSE NAMES (Non Neiss Cases Only) YES [] NO []			
24. REVIEW DATE DIRECTOR 960620	25. REVIEW BY 8101	26. REGIONAL OFFICE	
27. DISTRIBUTION 0: EHDS cc's: CCA; NYRO; SFRO			

CPSC FORM 182 (REVISED 03/94)

Information for this report was obtained during a phone conversation with the respondent. The product involved is an electric toaster oven.

PRE-EVENT

This event occurred in a single family residence in a community of 100,000 persons located 100 miles south of San Francisco. The community is an agricultural and manufacturing center. The family involved consists of father, age 39; mother, age 43; daughter, age 9; and daughter, age 19 (respondent).

FIELD ACTIVITY COVERSHEET

1 Region/State				2 Operation (Check one)		3 Date	
FOWR/SFRO				<input type="checkbox"/> Inspection <input type="checkbox"/> Establishment visit <input type="checkbox"/> Telephone contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other:		960620	
						4 Number	
960531CWE5023							
5 Establishment Name: Black & Decker Corp. Address: City: Shelton State: CT Zip: 06484 Telephone							
6 Related firm <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other Name: City: State:							
7 Products covered				8 Other consumer products			
electric toaster oven							
9 Establishment Type				10 Annual production			
<input type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own label distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager ___ Other _____				Product covered \$ units: Other products \$ units:			
11 IS business		12 Samples collected		13 MIS code		14 Hours	
% received []		None		32626		Activity 6	
% shipped []						Travel	
15 Reason for activity							
16 Announced [] (Rationale for announced inspection) Unannounced []							
17 Employee's Name				Title		Signature date	
James P. DiGrazia				Investigator			
18 [] Endorsement [] Remarks [] Summary [] Other: IDI conducted in response to a consumer complaint associated with an electric toaster oven. A family experienced difficulty toasting bread in the oven. On several occasions, the bread caught on fire. On the last occasion, flames were observed escaping from the toaster oven and contacting kitchen cabinets. The toaster oven mounts under the kitchen cabinet. We were unable to examine the product. No further follow up.							
19 Reviewer's Name				Title		Signature	
James P. DiGrazia				Supervisory Investigator			
20 Review Date				21 Distribution			
960620				cc c/s: LDB/LGC O: EHDS cc's: CCA [Rauchschwalbe]; NYRO; SFRO			

In November, 1995, the family purchased an electric toaster oven from Service Merchandise, Salinas, CA. The toaster oven was designed for mounting under a kitchen cabinet. It was installed by the family. The toaster oven was used three to four times a week for toasting bread. The toaster oven was not used to heat or cook anything else. The toaster oven was plugged directly into an electrical outlet in the kitchen. Nothing else was plugged into this outlet.

The family had some difficulty toasting bread in the toaster oven. On four different occasions, bread being toasted caught on fire. On these occasions, family members were able to stop the heating cycle and remove the bread before the events caused fire damage. there is a label on the toaster oven that warns about the possibility of food materials catching on fire in the toaster oven. The respondent could not recall the precise wording of this label warning.

Respondent stated her mother is a meticulous person and cleaned the toaster oven regularly. The toaster oven had not been serviced or modified since its purchase.

EVENT

The event which is the subject of this report occurred on a Wednesday, at approximately 7:45 am. All members of the family were present in the home. The respondent placed two slices of bread into the toaster oven, with the toast setting at a medium range. She then went upstairs. Respondent's sister was downstairs in the vicinity of the toaster oven.

The respondent's sister was the first person to realize the bread in the toaster oven was burning. she called the respondent who came downstairs and observed flames coming out the front top of the toaster oven. Flames estimated at six inches in length extended from the toaster oven and contacted the wood kitchen cabinets directly above the toaster oven. The respondent blew on the flames and smothered them with a towel.

POST-EVENT

Fire damage to the kitchen cabinets was slight. The family sanded off the cabinets to remove evidence of fire damage. The family discontinued use of the toaster oven. No injury was associated with this incident.

Later that same day, the respondent contacted CPSC via the toll free hotline. The family still has possession of the toaster oven.

PRODUCT IDENTIFICATION

The respondent identified the toaster oven as a Black & Decker Spacemaker model T1000TY2. Black & Decker Corporation is located in Shelton, CT 06484.

This model toaster oven has one horizontal opening for the placement of food items. The toaster oven is turned on by pushing a button. It turns off automatically at the conclusion of the pre-set heating cycle. The toast setting is a dial that is adjusted to the position preferred by the consumer. The respondent recalled that an owner's manual came with the toaster oven, but was unable to locate it for purposes of this CPSC investigation. The original packing carton for the toaster oven had been discarded after purchase.

STANDARDS INFORMATION

The respondent recalled the toaster oven had a UL list mark but could not recall any exact UL labeling.

SAMPLE

The respondent agreed to send the toaster oven to CPSC but never did. She did not return phone calls made in a further attempt to obtain the toaster oven for CPSC analysis.

ATTACHMENTS

Attached to this report are the following exhibits:

Exhibit #1--Incident report


Exhibit #2--Letter to respondent

SECT 15

18 SEP 1996

6

1. CASE NUMBER 960606CCC7237 H9650109		2. INVESTIGATOR'S ID 9041		3. OFFICE CODE 800		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. INCIDENT DATE YR MO DAY 96 04 28		5. DATE IDI INITIATED YR MO DAY 96 08 08					
6. SYNOPSIS OF INCIDENT OR COMPLAINT An electric toaster oven that was not in use, but was plugged in, erupted into flames. The toaster oven was approximately 5-7 years old. The oven was used about once every other day. There were no problems with the toaster before this incident. No one was injured. The toaster oven was destroyed.							
7. LOCATION Home 10		8. CITY Wakefield		9. STATE Massachusetts MA			
10A. FIRST PRODUCT Electric Toaster Oven 0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker Electric Toaster Oven Model #TRO400TY1, UL #228E Shelton, CT 06484					
10B. SECOND PRODUCT 0000		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM 999		13. SEX No Injury 9		14. DISPOSITION No injury 00		15. INJURY DIAGNOSIS No Injury 70	
16. BODY PART No Injury 99		17. RESPONDENT(S) Wakefield FD 3		18. INVESTIGATION TYPE Telephone 2		19. TIME SPENT 10.0	
20. ATTACHMENTS Multi 9		21. CASE SOURCE Consumer Complaint 07		22. REVIEWED BY 8969 YR MO DAY 96 09 11			
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME CPSC MAY NOT DISCLOSE MY NAME							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL DIRECTOR REVIEW DATE 9-13-96			



MR/PRVLR NOTIFIED
☒ No Comments made
☐ Comments attached
☐ Excisions/Revisions
☐ Firm has not requested further notice

(USE ADDITIONAL SHEETS IF NECESSARY)

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PRE-ACCIDENT:

All of the information concerning this incident was obtained through a telephone interview for the victim. The victim is a non smoking male. The victim has not mental or physical deficiencies that could hinder this investigation.

The electric toaster oven was approximately 5-7 years of age and the point of purchase is unknown. The product was used approximately once every other day and always remained plugged in regardless of whether the product was being used.

ACCIDENT:

On April 8, 1996, the victim was sitting in his living room and heard a noise in the kitchen, which is one room over. When the victim entered the kitchen he noticed that the toaster oven was in flames. The victim quickly extinguished the fire. The fire did not spread and no other damage was done other than the burning of the oven. No one was injured.

POST ACCIDENT:

The victim then contacted the Wakefield, MA Fire Department who in turn filed an incident report with this agency. The toaster oven in question was thrown away by the complainant. There were no engineering tests performed on the toaster oven by the Wakefield Fire Department. There is no lawsuit pending.

SAMPLES COLLECTED:

None

PRODUCT IDENTIFICATION:

Black and Decker Electric Toaster Oven
Model TRO400TY1
120V
1500W
UL listed 228E

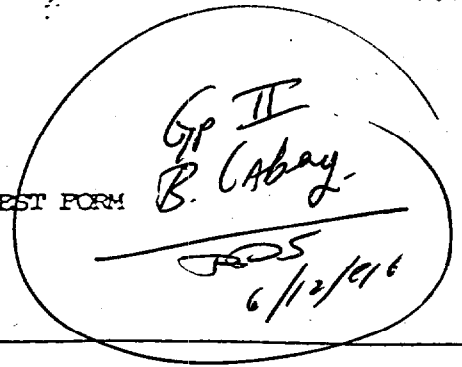
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ATTACHMENTS:

1. Field Activity Coversheet
2. Epidemiologic Investigation Report
3. Authorization for Release of Name (will be forwarded)
4. Wakefield F.D. Fire Report (will be forwarded)

BODIS 2159
6/14

ACCIDENT INVESTIGATION REQUEST FORM



Document Number

14 965 010 9 A

Date of Incident

4/8/96

Category I.D.

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact

Jeanne M. Siebert

Assignment Message

Please obtain details
of incident and collect sample
if it is still available.

Person(s) to Contact

Lieutenant Sullivan

Consumer -

246-6363

Guideline

Requested By

Jeanne Siebert

Task Number

960606 CCC 7237

Assigned to

N4CO

Date

6/6/96

ISSUE 33

MAY 14 1996

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT Michael Sullivan (Lieutenant)		2. PHONE NO. (HOME) (WORK) none 617-246-6435	
3. STREET ADDRESS 37 Crescent St. TC-21		4. CITY STATE ZIP CODE Wakefield MA 01880	
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Respondent is filing complaint for consumer, Michael Curran, 30 Grove St., Wakefield, MA, 01880, TEL: 617-246-4373. Consumer called Wakefield fire department and told respondent that toaster oven turned on by itself and began to overheat; consumer turned off toaster oven and discontinued use. Toaster oven UL listed.			
6. DATE OF INCIDENTS 4/8/96	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric 120 volt toaster oven		10. BRAND NAME Black & Decker	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker unknown unknown unknown unknown 15 F-11		12. MODEL, SERIAL NUMBERS M #TRO400TY1, UL #228E	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x, IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE: no visible damage		13. DEALER'S NAME, ADDRESS & PHONE unknown	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES NO x IF NOT, ITS DISPOSITION consumer has toaster oven	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED unknown AGE unknown
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	
FOR ADMINISTRATION USE			
20. DATE RECEIVED 05/13/96	21. RECEIVED BY (NAME & OFFICE) dec/HL		22. DOCUMENT NO. H9650109A
23. FOLLOW-UP ACTION 960606 ECC 7237			24. PRODUCT CODE(S) 0216
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 5/13/1996	

CONSUMER PRODUCT INCIDENT REPORT

H9650109A

Narrative Continued

CPSC Source: S/GOVT

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